

Heaven Costumes Returns Form

ABN 48 775 831 714
 25 Fenden Road, Salisbury Plain, SA, 5109,
 AUSTRALIA
 Phone: +618 82585141

Request:

- Exchange
 Refund

Order Date	
Order Number	
Full Name	

QTY	Product Code	Product Name	Reason Code	Codes
				1- Fit- Too big or small
				2- Too long or short
				3- Doesn't suit me
				4- Arrived too late
				5- Incorrect item *
				6- Faulty *
				7- Other*
				* Please give details in comments box below.

Comments:

****Important, Please Note – Orders placed using Afterpay that are being returned for refund, will incur a surcharge of 6% of the total order. This surcharge will be deducted from the refunded amount. We apologise for this inconvenience however; this is an unavoidable fee charged by Afterpay.**

To Return Your Item:

If for any reason your item is unsuitable simply return it to us **within 14 days** for a refund or exchange! To ensure your return can be processed quickly please fill out this form ensuring you include your order number, full name, product information and return reason code. Then safely package your item/s up and send it back to us along with your invoice using the attached label (cut it off). Please note this is not a pre-paid label.

Exchanges:

If you need your exchange item quickly we recommend placing a new order online and sending your unsuitable item back to us for a refund. If you have plenty of time to process your exchange we can do a direct exchange for you. Please ask us to reserve the item you want to exchange for when you phone us on (08) 8258 5141. Postage fees (\$9.99 for Standard Shipping or \$13.99 for Express Shipping) for your new item and any difference in price will need to be paid prior to your exchange item being sent out. This can be paid over the phone when organising your return.

To return your item you will need to do the following things:

- Send the item/s back in the original packaging and in the original unworn condition.
- Ensure items are packaged carefully so that they do not damage during transit. If you received your item in a box please re-use it.
- Include the invoice and this filled out returns form.
- Please also make sure that your item is sent back within 14 days.

Posting Your Return Parcels

Customers are responsible for any charges incurred when returning items/orders. Customers will be required to pay relevant shipping charges through their chosen parcel delivery service.

We do not recommend marking any parcels with 'Return to Sender'. Although this may seem like the easiest option, the delivery time for 'Return to Sender' parcels can be in excess of 6 weeks. For parcels marked 'Return to Sender' the \$12.99 return delivery cost charged to us by Australia Post, will be forwarded to the customer by way of deduction off any sought refund.

If you received Free Shipping

Please note that we do not refund original shipping costs. If an order received free shipping and the order or part of an order is returned for a refund, and the balance of the order that is kept by you then adds up to less than the free shipping amount, a **\$9.99 shipping fee will be deducted from the refund.**

Exclusions:

Unfortunately, due to health reasons, we are unable to accept certain items for return, these include: inflatables, opened makeup, hosiery, teeth, prosthetics, pierced jewellery, opened contact lenses or wigs unless they are faulty. Please ensure to try on products of an intimate nature such as underwear and bodysuits over your own underwear. We cannot accept any worn or soiled items.

Refunds are processed once a week on Friday's and can take up to 3 business days to clear once processed. Please retain a proof of postage until we have confirmed that your return has been processed.

For any further information regarding returns please see our full returns policies on our website. You can also contact us on 08 82585141, or email us at service@heavencostumes.com.au

Affix
Postage
Here

HC Trust Product Returns Team
25 Fenden Road
Salisbury Plain, SA 5109

This is NOT A pre-Paid Label