



ONLINE RETURNS AND EXCHANGE FORM

We want you to love our products and enjoy your shopping experience with us.

On this page you will find details about how to return or exchange your purchases made online.

REFUND AND EXCHANGE POLICY AND INSTRUCTIONS

If you change your mind about the products you have purchased from us, we will refund the purchase price or exchange those products (other than gift cards or seconds) in the country in which they were purchased, subject to the following conditions;

1. Items must be returned within 30 days of purchase with the original receipt or other proof of purchase;
2. You must provide your name and address;
3. The returned items must be unworn, unwashed, or otherwise unused with original tags/labels attached (Unless faulty).

If you request a refund, the purchase price (excluding delivery charges for online) will be refunded to you using the original payment method once we have received the returned item back and confirmed that it meets conditions 1-3 above. You are responsible for any costs associated with returning the item to us including any currency conversion costs.

Note:

Shipping costs can only be refunded on faulty items that have been purchased separately. Shipping will not be refunded if there are other items listed on the invoice. Items purchased in store cannot be returned via Online return postage.

FAULTY ITEMS RETURNS

If an item is faulty, wrongly described or different from the sample shown then we will meet our legal obligations which may include refunding the purchase price and delivery charges, or providing a replacement product, provided the item is returned within a reasonable time with proof of purchase.

Please note that any additional cost incurred due to currency conversion will not be refunded, and are considered the responsibility of the customer.

ONLINE RETURNS VIA RETURN POST

In order to serve you most effectively we do not offer online exchanges for change of mind purchases. However if you wish to return an online purchase due to change of mind you are welcome to return it to the online store and a refund will be processed. To get the right item faster we recommend you simply place a second order.

Please fill out the Online Return Form below. Please place the completed form, along with the item(s) you wish to return, inside the return package.

RETURN ADDRESS: 2/328 Scarborough Beach Rd, Innaloo. Perth, Western Australia 6018

You will be advised via email once your refund or exchange has been completed.

If you have any questions, please do not hesitate to contact our customer service team at: enquire@wpnwear.com

For full details of our refund terms and conditions please visit www.wpnwear.com/terms-conditions

TO ASSIST US IN PROCESSING YOUR RETURN PLEASE COMPLETE THE BELOW TABLE

DATE SENT _____

Style Number	Product Name	Colour	Size	Reason Code (See below)	Refund

REASON CODES

B - TOO BIG
S - TOO SMALL
D - DEFECTIVE

F - NO WHAT I EXPECTED
C - NOT THE COLOUR I CHOSE
J - DIDN'T LIKE IT

G - RETURNING A GIFT
I - ITEM DAMAGED IN SHIPPING
W - WRONG ITEM DELIVERED

L - DELIVERED TOO LATE
O - OTHER

OTHER

YOUR ADDRESS DETAILS

DATE SENT _____

Street Address	Suburb / Town	State	Postcode