

Exchange Form

1 Complete this Exchange Form

If you wish to xchange any portion of your order, please complete this form and include it with your return shipment.

2 Check Merchandise

All items must be in their original, unworn, unwashed condition. All tags and incidentals (ie. spare buttons and ribbons) must be attached. Hair accessories, hats and earrings CANNOT be returned.

3 Repack Merchandise

Please make sure that the item(s) you wish to exchange and this Exchange Form and a prepaid return postage satchel are included with your return shipment.

4 Print & Ship

Print this form and include it with your shippment.

Return your item(s) to:
**P.O. Box 383,
Holland Park,
Qld 4121**

Invoice No.

Invoice Date

Record Locator

Order No.

Received by

Exchange

If you requested any replacement item(s), please specify them here. Remember to write clearly, sign and date the bottom of the form. Please refer to our online store for style, size, colour, pricing and availability.

Style

Description

Size

Colour

Qty

Reason Code

01 - Not as pictured
02 - Not as described

03 - Didn't Fit
04 - Not satisfied with quality

Return

Refunds will only be processed if the item purchased is faulty, all items are carefully checked before sending them to you. We do not offer refunds for change of mind, this includes a change of mind regards to colour, size and fit.

Style

Description

Size

Colour

Reason

Reason Code

01 - Wrong item Sent
02 - Damaged/Defective item

Your Details

Replacement item(s) will be sent to the shipping address on your included return shippment prepaid return postage satchel.

First Name

Last Name

Company

Email

Shipping Address

Phone

Mobile

Signature

Date

Exchange Policy

Schnucki is here to spoil you. We are confident you'll love your purchase, but we understand that not every garment bought online will fit perfectly the first time. This means that if our exchange policy conditions are met, we will gladly exchange your purchase. Refunds will only be processed if the item purchased is faulty.

Merchandise must be returned and received by Schnucki within 14 days of receipt of your purchase, by you. Included with your returned item(s) must be the original Schnucki invoice and/or receipt, bank statements are not acceptable proof of purchase and a completed exchange request form.

We do not offer refunds for change of mind, this includes a change of mind regards to colour, size and fit.

All items must be in their original, unworn, unwashed condition. All tags and incidentals (ie. spare buttons and ribbons) must be attached. Please take care when trying on the item, as we are not able to accept returns with makeup stains or that smell of perfume. If we deem the item not to be in perfect condition the item will simply be returned to the customer. Hair accessories, hats and earrings CANNOT be returned.

When returning an item please fold and place nicely into parcel items received scrunched up and severely wrinkled will incur a pressing fee.

Keep the tracking number handy in the rare case the parcel goes missing. Schnucki CANNOT be held liable for parcels that go missing on their way back to us.

POP UP PURCHASE ITEMS

Please choose items carefully at any of our pop up stores (e.g. Festivals, Warehouse opening) as we do not accept return or exchange on pop up purchases. This includes change of mind regards to colour, size and fit.

Schnucki gives customers the time to carefully choose items at our pop up stores for this reason, so please choose carefully.

SALE ITEMS

Sale items are priced to clear so please choose carefully as we do not accept return for exchange on sale items. This includes change of mind regards, colour, size and fit. Under Australian Customer Law, we are not required to provide a refund or replacement on final sale items if you change your mind.

If you require the identical item in a different size contact us with your order number and request and we will do our best to accommodate you.

INTERNATIONAL ITEMS

There are NO returns for exchanges for any international orders. If you are willing to cover all postage costs please contact us with your request.

FAULTY ITEMS

We do our best to thoroughly inspect all garments prior to shipping and in some cases a style may have been pulled from the store. In the rare event that a product is faulty please contact us ASAP at info@schnucki.com.au and include your order details and a photo of the fault. One of us Schnucki's will be able to assist.

Schnucki reserves the right to refuse the requested exchange or refund if any part of this policy is not complied with.

ONLINE RETURNS ADDRESS

P.O. Box 383
Holland Park
Queensland 4121