

SHEIKE

Before sending back your item please read our Returns/Exchanges policy here:
SHEIKE.COM.AU/SHIPPING-RETURNS

All returns must be sent to :

SHEIKE ONLINE

60 Mary St,
St Peters NSW, 2044
Australia
+61 2 9336 2170

DATE _____ ORDER ID _____

CONTACT DETAILS (if different to the invoice attached or if invoice not attached)

FIRST NAME _____ LAST NAME _____

EMAIL _____ PHONE _____

ADDRESS _____

RETURN REQUEST

REFUND (full price item only)

EXCHANGE

CREDIT NOTE

ORIGINAL PAYMENT METHOD

CREDIT CARD

GIFT VOUCHER

CREDIT NOTE

AFTERPAY

PAYPAL

Paypal Email (if applicable) _____

RETURNED ITEM/S

STYLE NAME _____ STYLE NAME _____ STYLE NAME _____

STYLE CODE _____ STYLE CODE _____ STYLE CODE _____

SIZE _____ SIZE _____ SIZE _____

REASON _____ REASON _____ REASON _____

EXCHANGING FOR (Please include a return postage satchel or you will automatically be charged an additional shipping fee. International customer will be debited the value of the shipping fee automatically).

STYLE NAME _____ STYLE NAME _____ STYLE NAME _____

STYLE CODE _____ STYLE CODE _____ STYLE CODE _____

SIZE _____ SIZE _____ SIZE _____

FAULTY GOODS If you believe you have received a garment that is faulty please contact online@sheike.com.au before sending the item/s back. Once returned, it must first be fully assessed before it can be deemed as faulty. If it is, you may be entitled to a postage refund, so please retain proof of purchase or else this will be forfeited.

Please provide the following if you believe you are entitled to a shipping refund

BANK ACC BSB _____ BANK ACC NUMBER _____

INTERNATIONAL CUSTOMERS ONLY

Please contact online@sheike.com.au with your Credit Card details for return shipping costs should you require an exchange if different to the card you originally paid with.

SHEIKE

ONLINE POLICY

SHEIKE will provide an exchange, refund (excluding sale items) or credit note for change of mind of online purchases in accordance with the following conditions:

- The return is requested within 10 days from the date the goods are delivered
- Proof of purchase is included with the return
- The swing tag is still attached to the item/s
- The item has not been worn, altered, washed and/or dry cleaned
- The item has not been damaged while in the customer's possession
- The item is in a saleable condition
- Earrings cannot be returned for hygiene reasons.
- The item was not purchased during a temporary promotional period (standard conditions apply for these items as they are considered a sale item).

IN STORE RETURNS FOR ONLINE PURCHASES

Full price online purchases can be exchanged in store for alternate items to the same or higher values. (Please note that a credit note or refund cannot be issued for any difference in value).

Refunds for full price and exchanges of sale items purchased online, are not offered in store.

RETURN SHIPPING

You must pay the cost of shipping goods back to SHEIKE for a return. SHEIKE is not liable for any loss, damage or delay arising from, or in connection with, the transport and return of the goods to SHEIKE. Please use Australia Post or an equivalent secure postal service and purchase tracking.

RETURNS PROCEDURE

1. Fill out the returns form and request an Exchange, Credit Note or Refund.
2. If you are requesting an exchange, a self-addressed return satchel must be provided with your return or you will be charged \$9.95 for the additional delivery. International customers requesting an exchange must pay a shipping fee for the same amount as the original purchase in order for the new items to be dispatched.
3. If you are required to pay an additional amount for an exchange, your nominated credit card, Afterpay or PayPal account will be charged before the new item is sent. When you agree to finalise the return, you give SHEIKE the right to debit your credit card, Afterpay or PayPal account for any outstanding payments before sending your order out.
4. If you have returned your order for a credit note, it will be processed within 3 working days of SHEIKE receiving the goods and sent via email.
5. If you request a refund, it this will be processed within 5-7 working days of SHEIKE receiving the goods and you will receive a confirmation email once processed.
6. Exchanges can only be granted once.
7. If you redeem a credit note with your purchase, you can only use this once. Should you return an item you purchased using a credit note, you are only entitled to an exchange.
8. If you are attempting to return an item outside of the 10 day period you must first contact online@sheike.com.au before the item is returned or it might be refused.

FAULTY RETURNS

If an item has been purchased and returned or exchanged online and you believe it to be faulty, please contact online@sheike.com.au before sending any items back.

When SHEIKE receives the item, it will be assessed by a senior team member and you will be notified of the outcome.

If the item is deemed faulty, SHEIKE will offer to repair, replace or refund the value of the item (determined in its sole discretion). Assessment and repair may take up to 3 weeks from when the garment is received. If for any reason, it will take a longer the customer will be notified.

If the item has a major problem/cannot be repaired, you can choose a refund or exchange. A major problem is when the item:

- Has a problem that would have stopped someone from buying the item if they had known about it
- Is unsafe
- Is significantly different from the sample or description
- Doesn't do what SHEIKE said it would, or what you asked for and can't be easily fixed.

If, once it has been fully assessed it is deemed as faulty, return postage will be reimbursed. In order for this to happen however you must retain proof of purchase for return postage.

QUESTIONS?

If you have any questions in relation to you order please contact online@sheike.com.au.