

EXCHANGE & RETURN FORM

Thank you for shopping at lornajane.com. You are welcome to exchange or return items purchased online using the form below providing you have your invoice/order confirmation & items are unworn, in their original condition & have the tags attached.

You can also exchange items at a Lorna Jane store within 14 days. In the interests of hygiene, & due to health regulations we can not accept returns or exchanges on swimwear or underwear at anytime unless the garment is faulty.

STEP ONE: Please email shoponline@lornajane.com.au with:

- Your name, contact details & invoice number
- Details of the preferred replacement item/s (Item name, colour & size) or request refund.

Note: We will respond to you to confirm receipt of your email or that your item/s has been put aside.

STEP TWO: Complete this form & return it with the items that you wish to exchange or return.

Invoice Number:

* Note: We can not accept or process an exchange or refund without an Invoice number

Your Details

Name:			
Address:			
City:		State:	
Country:			
Email:		Phone:	

EXCHANGES & CHANGE OF MIND ITEMS (ITEM/S BEING RETURNED)

Item Code	Item Name	Reason for Return

I would like an online credit note to shop again at a later stage (once processed this will be emailed to you)

I would like a refund. (Refunds can only be processed to the credit card used at time of purchase)

FAULTY ITEMS (ITEM/S BEING RETURNED)

Item Code	Item Name	Description of Fault

Item is faulty, I would like a refund (Refunds can only be processed to the credit card used at time of purchase)

CREDIT CARD DETAILS (TO COVER ADDITIONAL COSTS FOR GARMENTS OR POSTAGE EXPENSES)

Card Number:			
Card Type (eg VISA):		Expiry Date:	

SEND YOUR COMPLETED FORM & ITEMS TO BE RETURNED TO:

Lorna Jane Head Office
 Attn: Lorna Jane Online Return Orders
 PO BOX 1032
 Fortitude Valley QLD 4006
 AUSTRALIA

Please be advised that all postage & handling costs will be incurred by the purchaser. Lorna Jane does not take any responsibility for returns lost in transit.

CONTACT US: email: shoponline@lornajane.com.au phone: 07 3252 5552