

# WALLACE COTTON

## HOW TO RETURN AN ITEM

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Please note: Returns must be made to us in original condition with packaging intact within 30 days of receipt.

### Step 01.

Please complete this form in full and ensure all areas are correctly filled in to ensure a speedy returns process.

### Step 02.

Please ensure that items are in original condition and are packaged securely. Wallace Cotton are not liable for the loss or damage of any items being returned to us. Please note that you are responsible for all return postage costs. However if the product is deemed faulty then we will credit the postage cost to your account.

Wallace Cotton c/o Kerry Logistics  
11 Adventure Place  
Caringbah  
NSW 2229  
Australia

### Step 03.

Once our team have received your parcel, we will reimburse you using the manner in which you originally paid. This can take up to 7 working days.

## RETURNING ITEMS TO STORE

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If you wish to return your items to any one of our stores (excluding Wholesale Retailers) you will be offered an exchange, store credit or refund.

## RE-ORDERS & EXCHANGES

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To ensure you are able to receive the size, colour and style of product you want before it has sold out, we recommend placing a new order with us. Then return the unwanted items for a refund.

## GET IN TOUCH

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If you have any queries feel free to contact us via phone or email. We are available Monday to Friday 9am to 5pm NZST.

Phone: 1800 173 694  
Email: [sales@wallacecotton.co.nz](mailto:sales@wallacecotton.co.nz)

Please visit [wallacecotton.com/frequently-asked-questions/returns-exchanges](http://wallacecotton.com/frequently-asked-questions/returns-exchanges) for full terms and conditions.

CUSTOMER DETAILS	REASON FOR RETURN CODES
Order no: _____	1. Change of mind
Order date: _____	2. Wrong size
Name: _____	3. Unwanted gift
Phone: _____	4. Item not as expected
Email: _____	5. Incorrect item received
Address: _____	6. Faulty item
Post Code: _____	<i>Please describe fault details below:</i>
	_____
	_____
	_____

Barcode	Product Description	Refund/Exchange/ Store Credit	Replacement size	Replacement colour	Reason for return code