

Smitten Merino PRE LOVED returns form

**Postal address:
Smitten (PRE LOVED)
47 Sandy Bay Road
Battery Point
TAS 7004**

Date:

Name:

Email address:

Phone number:

Would you like to receive a store credit* for you return (pre loved) items? Yes / No (please circle)

*We can't accept pre loved Leggings, Boy Leg Shorts, Boxer Shorts, Knickers, Socks, Mittens, Gloves, Beanies, Headbands, Neck Warmers, Camisole Tops, Crop Top Bras or altered/customised clothing. Each garment must have an original purchase price of \$100 or more. To be accepted, an item must have no holes, no signs of wear and tear, no strong smells, no ripped seams and no marks or stains. *see our website for full details*

Order/Invoice#	Order Date	Style	Colour	Size	Price paid	Notes
e.g. #42614 <i>EXAMPLE ONLY</i>	24/10/22 <i>EXAMPLE ONLY</i>	Mary Dress <i>EXAMPLE ONLY</i>	French Navy Blue <i>EXAMPLE ONLY</i>	12	\$305.10 <i>EXAMPLE</i>	<i>EXAMPLE ONLY</i>

I acknowledge that any unsuitable items will be donated to local charities and will not be returned to me - no credit note supplied (please tick).

I understand that any credit issued to me will not be cancelled or altered once processed & if my items are accepted into the program, they cannot be returned to me (please tick)

What credit do I receive? How does it work?

Products are inspected by 2 team members (independently) and given a 'rating'. We look for colour changes, holes, marks, wear/tear, broken stitching and anything else that may occur with wash/wear. Once calculated, any credit is emailed to you in the form of a gift voucher for redemption on your next purchase. A confirmation email will be sent once your return has been processed. If an item is not accepted, you will be notified of this at the time of processing.

Excellent > 30% of price paid (like new, no visible signs of wear, could be sold as a brand new piece)

Very Good > 20% of price paid (barely worn. some light wear likely visible)

Good > 15% of price paid (minor wear is visible)

Fair > 10% of price paid (normal wear visible. noticeable change from brand new condition)

Customer Signature: _____

Remember! These items are listed for rehoming to other customers so any change in colour, fabric condition garment wear etc (compared to new) will be acknowledged & marked ready for resale