



Thank you for your order

We understand how tricky it can be to purchase garments online so we try to make the exchange and return process as easy as possible.

Due to the risk of damage to natural products during transit we require items to be returned to us within 14 days of leaving the Smitten warehouse, as long as they are unworn, unwashed and all original tags are attached.

Try your new garments after a shower without perfume or deodorant that can taint the garment.

Include a copy of our attached Exchange and Returns form in your parcel.

Please note: For the health and safety of everyone involved, we are unable to exchange or refund purchases of boxers and briefs.

We accept the return of all full priced items provided the item is returned within 14 days of delivery and remains unwashed, unworn and in original condition. Please ensure all garments are enclosed in either a sealed bag or clothing bag, inside a postal bag, for added protection during transit.

Please note: Sale items can be returned for exchange or credit only.

Refunds requested for purchases made using Afterpay are subject to a 6% processing fee.

Please note: Exchanges for items of greater value require the difference to be paid in full prior to despatch.

You are responsible for any cost of returning your items back to us. We will pay for the first return back to you and any subsequent exchanges will incur a \$10 fee.

All goods will be inspected on return. In the unlikely event that an item is returned to us in an unsuitable condition, we may have to send it back to you.

We recommend all returns are sent with tracking as we cannot process exchanges or refunds for items lost in the mail.

Returns Address

Smitten Merino (Returns)

47 Sandy Bay Road

Battery Point

Tasmania, Australia 7004

Exchange and Returns Authorisation Form

PLEASE COMPLETE BOTH SIDES OF THE PAGE

DATE	CUSTOMER NAME	PHONE NUMBER
EMAIL ADDRESS	INVOICE NUMBER	PURCHASE DATE
ADDRESS		
SUBURB	STATE	POSTCODE

QTY	PRODUCT RETURNED	COLOUR	SIZE	RETURN CODE / OTHER REASON	REASON FOR RETURN CODE
					1 - Doesn't fit me properly/wrong size
					2 - Style/doesn't suit me
					3 - Manufacture fault/poor quality
					4 - Incorrect item received
					5 - Other, please state

I would like: Refund Exchange Store Credit

PLEASE LIST ITEMS WANTED FOR EXCHANGE BELOW:

PRODUCT NAME (e.g. Mary Dress)	COLOUR	SIZE	PRICE

ANY OTHER COMMENTS

I give authorisation to charge any additional, or refund any difference in costs to the credit card listed below (please complete):

CARD NUMBER:

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CCV/CV SECURITY NUMBER:

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CARD EXPIRY DATE:

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SIGNED:

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DATE:

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