

ENVIOUS

Product Return Form

Consultant Name:

Return Date:	
Sale Date:	
Customer Name:	
Address:	
Phone:	
Email:	

Returning Item:-

Style Number:	
Description:	
Colour:	
Receipt Number:	
Sale Price:	
Fault:	
Please Circle – Refund	Credit Exchange
Exchange with Replacement Item:	Style: Colour: Price: \$ Difference: \$

ENVIOUS Handbags & Accessories consultants do not handle returns. All returns are dealt with directly by head office. Envious prides ourselves on continuously exceeding our customers' expectations by providing the best quality products combined with outstandingly high customer service standards. Unfortunately, at times there may be a faulty product. ENVIOUS has extensive experience in the quality control & craftsmanship of handbag designs & styles. Our experienced staff have the ability to determine if items have been misused/ mistreated & will handle each return individually. Please ensure you have thoroughly read our satisfaction guarantee & refund /exchange policy on your receipt.

ALL RETURNS MUST HAVE ORIGINAL PROOF OF PURCHASE

ENVIOUS WILL NOT REIMBURSE POSTAGE CHARGES FOR ITEMS RETURNED TO US.

Please follow these procedures to ensure a quick exchange

1. Fill out all relevant details
2. Please email info@envious.com.au for a Return Authorisation Number (RAN) and confirmation email of return Instructions.

**** Please make sure that you have included your original receipt as proof of purchase ****

You will be contacted via email in regards to your return. Your item will be processed & sent back to you within 2 - 14 days via Australia Post.