

Our refund policy

Please choose carefully...

We do not normally give refunds if you:

- simply change your mind, or
- make a wrong decision.

You can choose between a refund, exchange or credit where goods:

- are faulty
- have been wrongly described
- are different from a sample shown to you, or
- do not do what they are supposed to.

Please retain your receipt as proof of purchase.

Contact the Office of Fair Trading for more information
www.fairtrading.nsw.gov.au ☎ 13 32 20



ENVIOUS HANDBAGS & ACCESSORIES SATISFACTION GUARANTEE AND REFUND POLICY

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.

Satisfaction guarantee:

Envious handbags & accessories stand behind the products that are sold by our consultants. If you find that your item has a manufacturing fault then please return your item to us within 30 days of purchase.

Refund policy:

You may choose between a refund or exchange if your item has a manufacturing fault and it is returned to us within 30 days with original proof of purchase

We do not refund if -

- You Simply change your mind
- You make a wrong decision
- You cannot prove your purchase was made from Envious handbags & accessories

Envious Handbags & Accessories promotes a 'no pressure' buying experience. Please ensure you are completely satisfied with your purchase before your transaction is complete.

ALL RETURNS MUST HAVE ORIGINAL PROOF OF PURCHASE

ENVIOUS WILL NOT REIMBURSE POSTAGE CHARGES FOR ITEMS RETURNED TO US