

DATE / /

NAME ADDRESS PHONE ORDER NO. 

**REFUNDS** or **EXCHANGES** are available for **FULL PRICE MERCHANDISE ONLY** within 21 days of the order date.

**EXCHANGES** are available for **SALE MERCHANDISE** within 21 days of the order date. Unfortunately we **DO NOT** accept **REFUNDS** for **SALE MERCHANDISE** and we **DO NOT** issue **CREDIT NOTES**.

In order for an item to be refunded or exchanged it needs to be unworn, in its original packaging and in saleable condition.

#### You can RETURN/EXCHANGE an item 2 ways:

##### 1. At your nearest store

- Items must be in their original packaging (this includes the shoebox)
- Items accompanied with original invoice

##### 2. Via post to Head Office

- Items must be in their original packaging (this includes the shoebox)
- Items must be accompanied with completed returns slip noting if it is for a return or exchange.
- Items must be accompanied with original invoice
- Deliver to: 92a Toorak Road, South Yarra VIC 3141

### STEP 1 | DETAILS OF ITEM BEING RETURNED.

STYLE NAME	COLOUR	SIZE	QTY	REASON CODE

REASON CODES:

WS - WRONG SIZE

I - INCORRECT ITEM

O - OTHER (Specify)

CM - CHANGED MIND

F - FAULTY

### STEP 2 | WOULD YOU LIKE TO EXCHANGE OR REFUND? (Please tick one of the following)

 EXCHANGE FOR: (Fill out below)

 REFUND  
(Full Price Merchandise ONLY)

STYLE NAME	COLOUR	SIZE	QTY

#### FOR EXCHANGES ONLY

If the item you are exchanging is of greater value than the item returned, please fill out your credit card details.

OUTSTANDING AMOUNT OWING: \$\_\_\_\_\_

CREDIT CARD TYPE (Please Circle Below)

VISA | MASTERCARD | AMEX (2% SURCHARGE WILL APPLY) | OTHER\_\_\_\_\_

CREDIT CARD NO: \_\_\_\_\_

CARD EXPIRY: \_\_\_ / \_\_\_ CCV: \_\_\_

Customers are responsible for all return postage costs however if the item is for an exchange we will happily post your new item FREE of charge.

Refunds will be processed in the same tender as the original payment excluding postage. Once we have received your item and your refund has been processed we will email you advising you of this.

While our Customer Service team endeavours to process refunds within 24 hours of receiving the goods please allow up to 5 business days for your bank to clear the funds.

**JO MERCER HEAD OFFICE**

92A Toorak Rd, South Yarra

VIC 3141

1300 855 045

JOMERCER.COM.AU