



## RETURNS & EXCHANGES

If you change your mind, you can exchange your Peachymama garment or return it for a full refund within 30 days of despatch confirmation of your order.

Please note that only garments that are in their original condition will be accepted - all tags and labels attached (if delivered with them) and the garment has never been washed or worn, apart from trying it on for fit.

To be eligible for a Return or Exchange:

1. **Your request is within the 30 day period from date of shipping confirmation email.**
2. **The garment is in its original condition and has not been washed.**
3. **The garment has never been worn - apart from trying it on for fit.**

How to Return your garment:

1. **Neatly fold the garment - *please don't scrunch them in a ball as this damages the fabric and if so we will charge a \$5 repressing fee.***
2. **Ensure it is clean and free of lint**
3. **Place the garment in the plastic bag it came in or a suitable clean plastic bag.**

If the garment being returned has been washed or is marked in any way - eg. make up, deodorant, perspiration marks, dirt, etc, or if the garment has any strong odours (eg. perfume or deodorant), we reserve the right to refuse refund or exchange on that item and will not incur the cost of postage back to the customer.

### **\*\*SALE ITEMS\*\***

**Please note we do not offer refunds on Sale Items or Promotional Offers. However an Exchange or a Store Credit can be arranged if you return the garment(s) as per our policy conditions.**

#### **Clearance Sale**

Occasionally we conduct end of Season Clearance Sales - you'll know by the way we clearly label them. These are often heavily discounted items and we do not accept refunds or returns on these.

**Free Item Promotional Offers:** Occasionally, we run Promotions where Free items may be included with a garment. If you decide to return the garment for a refund, you will be charged the full price of the Free item and this will be deducted from the total refund payable. If you decide to exchange the garment for a different size or colour, you may keep the Free item.

#### **Incorrect Items Sent or Faults**

Here at Peachymama we use high quality fabrics and manufacturers. However, if on the rare occasion you have been sent a garment with a fault (eg. stitching coming away or fabric flaw, etc) or you have been accidentally sent the wrong garment please contact us via email or call us on 1300 473 224 and we'll organise a replacement.

**Please note that once a garment has been worn or washed any flaw or fault is the responsibility of the customer.**

**It is the Customer's responsibility to pay for postage for returned items.**

When we send an exchange item back to you we will cover the first postage - all subsequent postage costs will be the Customer's responsibility.

PLEASE POST ALL RETURNS &/OR EXCHANGES TO:

**PEACHYMAMA, PO BOX 498, ELWOOD, VICTORIA 3184 AUSTRALIA**

*(you can complete this form below or just send back the original packing slip with instructions)*

<b>CONTACT (PHONE/EMAIL)</b>	<i>(Phone or Email)</i>		
<b>REQUEST</b> <i>(Please circle...)</i>	<b>REFUND</b>	<b>EXCHANGE</b>	<b>STORE CREDIT</b>
<b>INSTRUCTIONS</b>	<i>(eg. reason for exchange or refund / exchanged item replacement request...etc)</i>		