

SHEIKE

All returns must be sent to :

SHEIKE ONLINE
60 Mary St,
St Peters NSW, 2044
Australia
+61 2 9336 2170

ONLINE RETURNS POLICY

SHEIKE will provide an exchange, refund (excluding sale items) or credit note for change of mind of online purchases in accordance with the following conditions:

- The return is requested within 14 days from the date the goods are delivered.
- Proof of purchase is included with the return
- The swing tag is still attached to the item/s
- The item has not been worn, altered, washed and/or dry cleaned
- The item has not been damaged while in the customer's possession
- The item is in a saleable condition
- Jewellery and headwear cannot be returned for hygiene reasons.

Items purchased during a temporary promotional period or with a promotional code are considered a sale item.

SALE AND PROMOTIONAL RETURNS

Refunds for change of mind are not available on Sale and Promotional items unless those items are faulty. If you change your mind, sale or promotional items can be returned for a SHEIKE Credit or an exchange if they are in their original, unworn condition with all tags attached.

RETURN SHIPPING

You must pay the cost of shipping goods back to SHEIKE for a return. SHEIKE is not liable for any loss, damage or delay arising from, or in connection with, the transport and return of the goods to SHEIKE. Please use Australia Post or an equivalent secure postal service and purchase tracking.

IN STORE RETURNS

All instore purchases will need to be returned to a SHEIKE store. We do not accept any instore purchases at our online warehouse.

EXTENDED RETURNS

Items purchased between Thursday 6 December - Monday 24 December 2018 will be eligible for refund or exchange if they meet the returns policy for an extended period, until Friday 11 January.

QUESTIONS?

If you have any questions in relation to you order please contact customercare@sheike.com.au.

SHEIKE

ORDER ID _____

FIRST NAME _____ LAST NAME _____

EMAIL _____

ADDRESS (for exchanges only) _____

RETURN REQUEST

REFUND (full price items only) EXCHANGE CREDIT NOTE

ORIGINAL PAYMENT METHOD

CREDIT CARD VOUCHER/CREDIT AFTERPAY PAYPAL INSTORE

RETURNED ITEM/S

STYLE NAME _____ STYLE NAME _____

STYLE CODE _____ STYLE CODE _____

SIZE _____ SIZE _____

REASON TOO BIG TOO SMALL QUALITY OTHER _____

STYLE NAME _____ STYLE NAME _____

STYLE CODE _____ STYLE CODE _____

SIZE _____ SIZE _____

REASON TOO BIG TOO SMALL QUALITY OTHER _____

EXCHANGING FOR (please include a return postage satchel. Alternatively, you will be contacted for a shipping fee, which will be requested via PayPal invoice. Shipping fees will be \$9.95 for Australian orders and the original shipping fee for International orders).

STYLE NAME _____ STYLE NAME _____

STYLE CODE _____ STYLE CODE _____

SIZE _____ SIZE _____

REASON TOO BIG TOO SMALL QUALITY OTHER _____

OFFICE USE ONLY

SHIPPING FEE \$ _____ CHARGE \$ _____

REFUND \$ _____ CREDIT \$ _____

Y2 _____ DATE _____