



Return request form

To return an item please fill in this form completely and fax it back to +61 2 9904 5711 or email it as an attachment to info@helenrodrigues.com.au.

Your original order information

Order number: _____

Date of order: _____

First name: _____

Last name: _____

Address: _____

State: _____ Postcode: _____

Country: _____

Telephone: _____

Mobile: _____

Email: _____

Details of goods being returned

Name of item: _____

Size: _____ Colour: _____

Quantity: _____

Notes: _____



Reason for return

- The item is damaged due to a manufacturing fault
- I received the wrong item, please send me the correct item

For the damaged goods, would you like a:

- Replacement
- Store credit
- Refund

Additional information

Note:

Credits or charges due will be issued to the original credit card used in the initial purchase. As Helen Rodrigues Shapewear® does not store your credit card details we will need you to provide us with this information in order to process a payment or refund. Please fill in the credit card authorisation available on the website and fax it back to +61 2 9904 5711.

Our merchant bank processes all refunds and you should allow between 14-21 business days for this to be processed.

Returns policy

Please read our returns policy outlined in the following page or available on our website.

Signature: _____

By signing this form you confirm that you have read and acknowledge the Returns Policy.



Helen Rodrigues Shapewear® returns policy

We are more than happy to offer a refund if there is a manufacturing fault. Please [email](#) us first outlining the description of the goods purchased and the fault. If you have worn the goods they must be laundered prior to returning them. Goods where care instructions have not been followed will not be considered faulty. Please fill in the returns form (available on line) with your receipt and goods. Credits or charges due will be issued to the original credit card. Refunds will include the cost of return postage.

Helen Rodrigues Shapewear® does not store your credit card details. Our merchant bank processes all refunds and you should allow between 14-21 business days for this to be processed.

Please send all returns to:
Helen Rodrigues Shapewear Pty Ltd
1a, 211 Ben Boyd Road
Neutral Bay, NSW 2089
Australia

Sale and clearance items can only be exchanged if they are faulty or a store credit will be given to you. No refunds can be issued.

If you would like further information please email us or visit NSW Office of Fair Trading for more information

<http://www.fairtrading.nsw.gov.au/corporate/publications/ftc56consumerrightsmythsandfacts.html>