

Delivery and Returns

NAME:		ORDER NUMBER:		TRELISE COOPER	
		CUSTOMER/OUR CODE:			
QTY	PRODUCT CODE	DESCRIPTION	REFUND	EXCHANGE	SIZE

DELIVERY AND RETURNS NOTE:

If you need to return or exchange an item, please follow the steps below to fill out this form and send it back to us with the item(s) in their original condition within 10 days of receiving your delivery:

- 1 Fill out the form with your name and order number. Next to the product you wish to return, tick your preference of refund or exchange.
- 2 If you are exchanging the item for a new size tick exchange and write your preferred size in the 'size column'. Our customer service team will contact you to make sure we have your size in stock. If it is not available we will issue you a refund.
- 3 Include your proof of purchase and this returns form with the item you are returning.
- 4 You can return your order to any of our boutiques or to our online store at the address below:

Online Returns, Trelise Cooper, 8 Lion Place, Epsom, Auckland 1023, New Zealand

If you are in Australia you are welcome to send this back to our Australian store at the following address: Trelise Cooper, 580 Malvern Road, Prahran, Melbourne, 3181.
- 5 Please retain proof of postage until we have confirmed your refund or exchange has been processed. Returns can take up to 10 working days to process so it is very important to include this form with your parcel to enable us to process your return efficiently.

For online store enquiries, please call Monday to Friday NZ: 0800 873547 or AUS: 1800 873508

For any further information regarding our returns policy, please visit our **'Returns & Exchanges'** page at trelisecooperonline.com or email tconlineenquiries@trelisecooper.co.nz

TICK BOX	REASON FOR REFUND OR EXCHANGE
	LOOKS DIFFERENT TO IMAGE ON SITE
	ORDERED MORE THAN ONE SIZE
	LATE ARRIVAL
	QUALITY ISSUE
	FIT
	CHANGE OF MIND
	PARCEL DAMAGED
	OTHER- PLEASE SPECIFY:

TRELISE | COOPER

TRELISE COOPER
ONLINE RETURNS
8 LION PLACE
EPSOM
AUCKLAND 1023
NEW ZEALAND