



PAGE	YOUR ORDER SUMMARY	
1/2	ORDER DATE:	ORDER NUMBER:

RETURNS				
QTY	PRODUCT NAME	VARIATION	CODE	REASON FOR RETURN CODE
				1. LOOKS DIFFERENT TO IMAGE ON SITE
				2. ORDERED MORE THAN ONE SIZE
				3. ARRIVED TOO LATE
				4. POOR QUALITY/FAULTY
				5. DOESN'T FIT PROPERLY
				6. DOESN'T SUIT ME
				7. INCORRECT ITEM RECEIVED
				8. PARCEL DAMAGED ON ARRIVAL
				9. OTHER

RE-ORDER		
QTY	PRODUCT NAME	VARIATION
		Freight 9.95
Please pay TOTAL via PayPal to lilli@rubyandlilli.com (Replacements will not be sent until payment is received)		TOTAL

FOR REFUNDS

Within 14 days of receipt of your items, we offer a full refund for any reason, as long as the items are in original condition (unworn and with original tags). All you have to do is send an email to info@rubyandlilli.com letting us know it's on its way and have it returned to Ruby & Lilli prior to 14 days from receipt.

Cost of the return of the item to Ruby & Lilli is at your expense. Please ensure that you use a trackable form of postage as Ruby & Lilli is not liable for any returns or exchanges that are lost in transit.

Once the item has been received at Ruby & Lilli, and we have been able to ascertain that the goods are in original condition, we will email you with the outcome and promptly refund your purchase (usually within 3 working days).

Please note if you contact us after the 14-day period, we can only offer you an exchange or a store credit at our discretion. Items cannot be returned for exchange or store credit after 30 days. Sale items returned will be given a credit note with a 12-month expiry.

No returns or exchanges will be accepted on Accessories, Scarves, or Jewellery. All sales are FINAL.

Send item to: Ruby & Lilli Returns PO Box 2226 MANSFIELD BH QLD 4122 Australia

FOR EXCHANGES

As long as the item or items are in original (unworn and with original tags) all you have to do is send an email to info@rubyandlilli.com within 14 days of receipt and we will arrange for an exchange of size or style. Item/s MUST be received by Ruby & Lilli prior to 14 days from receipt.

Cost of the return of the item to Ruby & Lilli is at your expense. Please ensure that you use a trackable form of postage as Ruby & Lilli is not liable for any returns or exchanges that are lost in transit.

Once the item has been received at Ruby & Lilli, the \$9.95 return freight fee has been paid to lilli@rubyandlilli.com via PayPal, and we have been able to ascertain that the goods are in original condition, we will arrange for your exchange to be sent to you (usually within 3 working days). Also note that Ruby & Lilli is a boutique fashion store with limited quantities of any stock available and therefore we cannot guarantee that we will have your product or size if you wish to exchange and we may need to make other arrangements, i.e.: another style or a refund.

No returns or exchanges will be accepted on Accessories, Scarves, or Jewellery. All sales are FINAL.

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FOR QUALITY ISSUES

What happens if my product is damaged or defected when it arrives? All Ruby & Lilli styles are put through strict quality checks, however in the unlikely event that your order is damaged or defective in any way, please contact us immediately at info@rubyandlilli.com (this must be within 5 days of receiving the garment). Please note all garments must be returned in their original condition (unworn, tagged & unwashed), garments that have been worn void Ruby & Lilli's duty of care.

Once we have ascertained the issue we will need you to send the item to: Ruby & Lilli Returns PO Box 2226 MANSFIELD BH QLD 4122 Australia

We ask that you remember to include the return form included in your order. Cost of the return of the item to Ruby & Lilli is at your expense. Please ensure that you use a trackable form of postage as Ruby & Lilli is not liable for any returns or exchanges that are lost in transit.

Once items are received and after we have inspected the product and established that it is genuinely a faulty garment, we will either exchange or refund (which ever you chose). If you include a copy of your receipt of postage, we will also credit you the cost of return shipment.

Please note the above policy will be strictly adhered to.

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SHIPPING

Please allow up to 3 business days for order processing.