



151-163 Wyndham Street  
Alexandria NSW 2015  
AUSTRALIA  
autographfashion.com.au

## RETURNS & EXCHANGE

Thank you for shopping at Autograph, we hope you love your purchase.  
However if you don't here is what to do...

In addition to your Statutory Rights, should you change your mind we will happily exchange or refund your item/s providing the following conditions have been met;

1. The items with the original receipt are returned within 30 days of the purchase date
2. Items must be in original condition as purchased, with all labels/tickets attached. Garment must not have been worn.

You can exchange or return your online order to either the online store or a physical Autograph store with the receipt you receive in your parcel. To obtain a refund via the Autograph online store, return the item including the receipt (that you received with your parcel) and indicate the reason for return.

Send the return to:

Autograph Internet Returns  
151-163 Wyndham Street  
Alexandria  
NSW 2015  
AUSTRALIA

We will credit your credit card, excluding delivery (unless goods are faulty or not as ordered). Do not re-use our courier bag. If you would like to exchange a colour, style or size from your online order, please follow the same instructions as above indicating your requirements. Please note you will be charged an additional fee for redelivery.

## INTERNATIONAL ORDERS ONLY

If this is your first time purchasing online with Autograph and the item you have purchased does not fit correctly then we will gladly exchange your size for free. We will require you to send us the item with your new requirements and include the receipt of your delivery method, in which we will then refund the exchange delivery cost. An exchange is subject to availability of goods. Depending on where you are sending your returns items back from, the typical shipping time for items to arrive back into Autograph is around 10 business days. This can be longer as Australian Customs and Quarantine have some of the toughest Custom and Quarantine laws in the world and generally parcels can get held for inspection. As soon as your exchange has been processed by us, we will send you an email letting you know that it has been sent.

## PACKING PROBLEMS

Please check your items against your receipt. Any discrepancies email [info@autographfashion.com.au](mailto:info@autographfashion.com.au) or call Customer Service; Within Australia call- 1800 151 110 International call- + 612 8303 7979 "

## RETURNS/EXCHANGE

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## Returns/Exchange Details

Customer Name \_\_\_\_\_

Contact Number (Daytime Contact Number) \_\_\_\_\_

Customer Address \_\_\_\_\_

Items you would like to return

PRODUCT NAME	COLOUR	SIZE	PRICE \$
		<b>TOTAL REFUND \$</b>	

Would you like to exchange the item for another size or colour? (Please Circle)

**Yes / No**

If yes, please list the item you would like:

PRODUCT NAME	COLOUR	SIZE	PRICE \$
		<b>TOTAL \$</b>	

Or for a complete refund, please complete the following details:

**Credit Card Details:** Please Tick

VISA       MASTERCARD       AMERICAN EXPRESS

OTHER (please list): \_\_\_\_\_

**Credit Card Number**

**Name on Credit Card:** \_\_\_\_\_

### OFFICE USE ONLY

Date Received Return: \_\_/\_\_/\_\_

Date Refunded: \_\_/\_\_/\_\_