



# RETURN/EXCHANGES FORM

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Phone #: \_\_\_\_\_

Email: \_\_\_\_\_

Order #: \_\_\_\_\_

For Faulty/Damaged items. Please contact our team on (08) 8182 1333 or email [enquiries@allingtons.com.au](mailto:enquiries@allingtons.com.au)

Qty	Size	Item Code	Description	Why don't you love it?

Any other Details: \_\_\_\_\_

### Reasons for Refund/Exchange:

- Wrong Size/Doesnt Fit
- Item is not what I purchased
- Ordered by Mistake
- Other:

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

### To return an item:

1. Pack your item in secure packaging
2. Include a copy of your invoice or proof of purchase
3. also include this fully completed Returns Form
4. Send package to:  
**Allingtons Outpost**  
**PO Box 366, SALISBURY SOUTH, SA 5106**

### FOR ANY FURTHER QUERIES PLEASE CONTACT:

Monday - Friday: 9am-5pm | Ph: (08) 8182 1333 | Email: [enquiries@allingtons.com.au](mailto:enquiries@allingtons.com.au)

## Terms & Conditions

**DO NOT include any financial details on this form.**

### Returns Process

#### To return an item:

1. Pack your item in secure packaging
2. Include a copy of your invoice or proof of purchase
3. also include this fully completed Returns Form
4. Send package to:  
**Allingtons Outpost**  
**PO Box 366, SALISBURY SOUTH, SA 5106**

Please note that Allingtons take no responsibility for missing incoming deliveries. Return shipping charges are not refundable.

### Return Conditions:

All returns are at the **customer's expense**, except for faulty products, or instances where the incorrect product was sent. In these cases, Allingtons will cover the return postage for standard shipping ONLY.

All goods must be returned in a condition fit for re sale. This includes all packaging and tags associated with the item. The item must be undamaged, unworn, unwashed and have no marks or signs of wear. If the item is not returned in "As New" condition, you may not receive a refund/exchange and will be required to pay all associated return postage costs.

When returning boots, hats or any boxed item, the original box must be returned. DO NOT damage the box.

Please wrap box in brown paper and seal or use a pre-paid satchel. DO NOT under any circumstances:

- Write directly on the box
- Stick postage labels directly onto the box
- Use packaging tape directly on the box
- Cut the box

*Any of the above will result in noncompliance to our returns conditions and incur a flat fee of \$10.00 for replacement packaging and return postage costs will be the responsibility of the customer.*

When won't Allingtons pay return postage?

- If you have ordered the wrong size or colour
- Have simply had a change of mind

### Refunds

We are happy to accept item returns where:

- the goods are in resellable condition
- the goods have not been worn or used
- the goods have the original tags still attached
- Return notifications must be made within 14 days of purchase by emailing [enquiries@allingtons.com.au](mailto:enquiries@allingtons.com.au). The returned items must be received within 4 weeks of the return notification.
- accompanied by proof of purchase/invoice

### NO Exchanges or Refunds

**NO refunds on FINAL CLEARANCE sale items** – These items can only be returned for an online credit (if applicable) or if the product is deemed faulty.

Known faulty items marked as FINAL SALE/CLEARANCE cannot be returned for an exchange or refund.

Unless faulty, the following items are NOT-exchangable or Refundable: **earrings, underwear, swimwear, facemasks, makeup, handkerchief, socks, gift cards or vouchers.**

### Return Policy:

Please note that C.O.D. (Cash on Delivery) will NOT be accepted.

At Allingtons Outpost, customer satisfaction is paramount. That is why if you are not 100% satisfied with your purchase we will accept returns or exchanges within 14 days, provided the item/s are in an unused condition and in their original packaging. All refunds and exchanges are still at the discretion of the store manager.

NB: Original postage costs will not be refunded. Product sales value ONLY will be refunded or credited to the customer.

Returns exceeding 14 days will have the option of an in-store credit only at the discretion of management.

### Faulty/Damaged Items

If you have a damaged or faulty item from an order, please contact our team on (08) 8182 1333 or email [enquiries@allingtons.com.au](mailto:enquiries@allingtons.com.au)

If you are returning the item by post, Please follow the returns process as described above. The alleged fault must be clearly identified to us in order for the item to be assessed. ALL faulty/damaged items will need to be assessed by our suppliers before any exchange/refund is processed.

**FOR ANY FURTHER QUERIES PLEASE CONTACT:**

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