

YOUR ORDER SUMMARY		
ORDER DATE:	ORDER N°:	INVOICE N°:

ITEMS BEING RETURNED:

QTY	PRODUCT CODE	STYLE NAME	COLOUR	SIZE	PRICE	EXCHANGE	REFUND	REASON CODE	REASON FOR REFUND OR EXCHANGE CODE
									1 - TOO WIDE
									2 - TOO NARROW
									3 - TOO LONG
									4 - TOO SHORT
									5 - POOR QUALITY
									6 - STYLE DOESN'T SUIT
									7 - ARRIVED TOO LATE
									8 - NOT AS EXPECTED
									9 - UNWANTED GIFT
									10 - ITEM FAULTY
									11 - INCORRECT ITEM

DELIVERY AND RETURNS NOTE

...If something is not right, or you would like a refund or exchange, please follow the steps below within 10 days of your delivery:

- Fill in the above details as per the invoice included in your package. Please tick to indicate whether you would like an exchange or refund.
- Please select one of the reason codes against your order. If you have received an incorrect item, please mark exchange if you still require the original item.
- If you would like to exchange an item, please complete the 'Items for Exchange' table.
- Please note: refunds and exchanged are only accepted within 10 days of date of delivery. Anything received after this time will be rejected and returned at the cost of the sender.
- Use the pre-printed label attached to this form to address the package being returned to Billie Group Aust.
- Enclose this form within the package being returned. Please note that your package may take up to 10 working days to arrive at our returns department. Upon receipt, we endeavour to process your return within 5 working days.
- We recommend sending returns via express or registered post as we do not accept responsibility for lost items. We only exchange or refund goods that are returned in their original condition, including packaging.
- If you choose to exchange to an item that is more expensive than what you originally purchased, the difference in price will be charged to the credit card used to process your order.
- Sale items may not be returned and are non refundable unless deemed faulty.
- Once the items have been received, they will undergo a quality review process and once cleared, you will either receive your new items (for exchanges), or refund of the cost at purchase (excluding shipping costs) directly to the credit card used for the purchase, depending on the option requested by you.
- A \$9.95 re-delivery fee applies to all exchanges. This fee will be charged to the credit card used to process your order.

FOR ANY OTHER INFORMATION REGARDING OUR RETURNS POLICY

Please log on to the appropriate website:

Billie: www.billieshoes.com/refundexchange.aspx

Billini: www.billini.com/refund_exchange_policy.aspx

ITEMS FOR EXCHANGE:

QTY	STYLE NAME	REPLACEMENT COLOUR	REPLACEMENT SIZE	PRICE

