

raw fibre

ONLINE RETURN & EXCHANGE Terms & Conditions

Items must be received back within 14 days of the date of purchase. After 14 days, Raw Fibre cannot accept returns for any reason other than if the item is faulty (detailed further below).

REFUNDS

We are happy to accept item returns for a refund where:

1. the goods are in saleable condition;
2. the goods have not been worn or used;
3. the goods have the original tags still attached;
4. the goods are received back within 14 days of date of purchase;
5. are accompanied by proof of purchase / invoice,

AND

We agree that the items are:

- Faulty (unless caused by you);
- Have been wrongly described; or
- Are different to the goods that you ordered.

We will then refund the purchase price (excluding freight fee).

EXCHANGES

All exchanges are subject to availability. We are happy to accept exchanges where:

- the goods are in saleable condition;
- the goods have not been worn or used;
- the goods have the original tags still attached;
- the goods are received back within 14 days of date of purchase; and
- are accompanied by proof of purchase / invoice,

We will not charge freight fees for exchanges.

NO EXCHANGE OR REFUND (UNLESS FAULTY)

Any items marked as ON SALE on the receipt or swing tag, cannot be returned for an exchange or refund, unless unknowingly sold with faults.

Known faulty items marked as ON SALE cannot be returned for exchange or refund.

RETURNS PROCESS - TO ONLINE STORE

To return an item:

1. Pack the item in secure packaging.
2. Include a copy of your invoice or proof of purchase with your item.
3. Please also include a fully completed Raw Fibre Return Form. This was supplied with your order. If you didn't receive a Returns Form, please contact us at tracy@rawfibre.com.au and a new form will be sent to you. Alternately, you can download one from www.rawfibre.com.au.
4. Send package, including invoice and Returns Form, using a prepaid and traceable method to ensure safe and documented delivery to:

**Raw Fibre Returns Department
PO Box 1858
Armidale NSW 2350**

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

FAULTY GARMENTS / ITEMS

If you have received a faulty garment / item from an online order, please contact us on either 0429 955 288 or at tracy@rawfibre.com.au.

If you are returning the item by post to us, 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. Raw Fibre will reimburse any reasonable shipping charges for returned goods that are deemed faulty.

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure. You are also entitled to have the goods repaired or replaced if they fail to be of acceptable quality.

Please note these are the Raw Fibre online Terms and Conditions only and differ to our in-store terms and conditions.



ONLINE RETURN & EXCHANGE FORM

Thank you for shopping at Raw Fibre Online.

We hope you are happy with the items that you have ordered. If an item that you have ordered is unsuitable, please return it to us for an exchange or refund within 14 days of the date of your order.

TO RETURN ON ITEM:

Pack the item in secure packaging.

Include a copy of your invoice or proof of purchase with your item.

Complete and include the Returns Form below via a prepaid and traceable method to ensure safe and documented delivery to:

**Raw Fibre Returns Department
PO Box 1858
Armidale NSW 2350**

Alternately you may return merchandise to our Armidale store within 14 days of purchase.

REASON FOR REFUND / EXCHANGE

Please tick one.

- Poor quality / faulty
- Doesn't fit
- Incorrect item received
- Parcel damaged on arrival

NAME:	
ADDRESS:	
CONTACT NUMBER:	
EMAIL:	
ORDER NO:	

QTY:	STYLE CODE:	COLOUR:	SIZE:	REFUND: (Tick if applicable)	REFUND: (Tick if applicable)

FOR ANY FURTHER QUERIES PLEASE CONTACT

Raw Fibre Customer Service | Monday - Friday 9am - 5pm | Telephone: 0429 955 288 | Email: tracy@rawfibre.com.au