

SCODY ONLINE ORDERS RETURN FORM

To help us quickly process your return, please clearly fill out the details below

NAME: _____

EMAIL: _____

ORDER NUMBER: _____

| STYLE CODE | ITEM DESCRIPTION | SIZE | QUANTITY | REFUND OR EXCHANGE | REASON FOR RETURN CODE |
|--|------------------|------|----------|--------------------|------------------------|
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| IF EXCHANGING PLEASE LIST ITEM AND SIZE YOU WISH TO EXCHANGE TO BELOW: | | | | | |
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REASON FOR RETURN CODE:

S – Incorrect Size D – Faulty/Damaged C – Change of Mind W – Wrong item delivered

Scody Customer Service Details:



WWW.SCODY.COM



(07) 3193 2100



SCODY ONLINE RETURNS
2A STAPLE STREET
SEVENTEEN MILE ROCKS QLD 4073

NEED TO RETURN AN ITEM?

SEE BELOW FOR DETAILS

IN-STORE REFUND OR EXCHANGE

- 1 – Bring your item into Scody
- 2 – You'll need to provide Proof of Purchase (order number or confirmation – this is emailed to you)
- 3 – Once the returns policy has been met we can offer you an exchange on the spot (from what is available) or submit the refund for processing with the accounts department. The refund will take a few business days to appear back into your account.

VIA POST

- 1 – Read our returns policy and ensure you meet the term and conditions
- 2 – Complete the returns form (back of this page). Ensure all fields are completed
- 3 – Pack your item for return including:
 - This form
 - Original labels & tags
 - If an exchange – please include a pre-paid self addressed satchel unless your original order was over \$250 and within Australia. In this instance we will cover the cost of sending the exchange to you. For International Orders, we will contact you once return is received for payment of re-delivery for exchange.
- 4 – Once received we'll facilitate the exchange / process the refund. The refund will appear in your bank account within 3-5 business days from the date of processing (dependent on your bank).
- 5 – If the item returned does not meet our returns policy, we will contact you and your order will be sent back to you.

OUR RETURNS POLICY ON RETAIL GARMENTS

At SCODY we have a money back guarantee on our NON SALE retail garments. The item might not be as you expected, or it may not fit as you expected or you may just have changed your mind. No problem - you may return it. Simply contact us to let us know what is being returned and why it is being returned and then send the item back to us. As long as we receive the item unused, with the original tags in place and within 90 days of purchase you can choose a refund or an exchange. If you are ordering from within Australia, and if your order value is more than \$250 we will cover the cost of returns. If it is less than this, please send a stamped self addressed express post pre-paid envelope with the returned goods. If you are ordering from outside of Australia, you will need to cover the cost of the return. Simply put, all that we ask is that the goods are returned to us in their original condition so that they can be re-sold. If they have been damaged by you, or have been damaged through use, we will not be able to accept their return. **Note: Retail items that are on sale may not be returned, unless they are faulty.**