



12/167 Beavers Rd
Northcote 3070
VIC Australia

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info@nancybird.com
www.nancybird.com

Nancybird Returns/Exchanges

Please fill in this form and send along with your item to the address below:

NANCYBIRD
Returns
12/167 Beavers Road
Northcote VIC 3070

Please complete all details below:	
Order Number	
Name	
Contact Phone Number	
Email	
Delivery Address	

I would like to:

- Exchange* or Credit Voucher
- Return for refund** (full priced items ONLY, sale/reduced items are non-refundable)
- Faulty Item***

List item(s) you are returning:			
Product	Reason for return	Colour/Size (if applicable)	Price \$

List new order(s) here:		
Product	Colour/Size (if applicable)	Price \$

For your return or exchange to be accepted items must be returned in new, unused condition with all tags attached and original packaging. We cannot accept exchanges or returns of used items or items without tags and original packaging.

Items are to be returned to Nancybird within 14 days of receiving email confirmation. Failure to do so may result in refund/exchange being denied and goods will be returned to you.

Any parcel sent to Nancybird is the responsibility of the customer, we recommend using a postal tracking service.

- * If your exchange amount is greater than amount already paid, we will email through a link to process the additional payment once your return arrives at our warehouse.
- ** Refunds are offered on full priced items ONLY and are processed, following full inspection of returned goods, within 48 hours of receiving goods in our warehouse.
- *** Replacement of faulty item is subject to availability. If item is unavailable we will issue a refund.