

# Sills + Co

## Returns & Exchanges

Name \_\_\_\_\_

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

### Please check the following before sending:

- You are returning your item(s) within 14 days of purchase
- Items are in their original condition, unworn, unwashed & free from damage.
- Personal care and intimate items cannot be returned or exchanged if you change your mind due to hygiene reasons, these items include: earrings, hair pieces, socks and underwear.

### Step 1: Let us know why you are sending your item(s) back

Too Big

Item is not as pictured

Too Small

The item arrived marked/stained

Fit is not quite right (please specify)

Item is faulty (please specify)

I received the wrong item

Other (Please specify)

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### Step 2: Tell us what you'd like to do

#### Exchange

Size Swap (Please specify new size)

If you are wanting to exchange for a completely new garment please email us on the below email for further details

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#### Refund

My original payment method (less shipping costs)

- Please note Sale items are not eligible for a refund to the original payment method

Sills + Co Store credit

Please send you return or exchange via track and trace to:

**Sills + Co**

**Attn: Online Returns**

**26 Clarence Street,**

**Devonport**

**Auckland 0624**

If you are returning an item from outside of New Zealand please mark that it is **Returned Goods** on the customs declaration form.

Once we have received your item(s), we will send a confirmation email to confirm we have processed your exchange request or refund option.

You can find more information on our website under **Customer Care** or for further help and support email [shop@sills-and-co.com](mailto:shop@sills-and-co.com)