

RETURNS & EXCHANGE

We are sure you're going to love your new purchase, but if for whatever reason you wish to return your order please fill out the returns form on the back of your invoice. Inform us of your reason for return and ship your order back to us in the 14 day period.

Our postal address is Shop 4, 22 James Street, YEPPOON, QLD, 4703

We understand that fits maybe a little tricky when purchasing online therefore we offer a refund on all items excluding **FINAL SALE** items. The item must be returned with the original tags still attached and proof of purchase provided.

Items must be returned unused, unaltered and unwashed with all original packaging and labelling in good condition. Please ensure your return is within 14 days from the date you received it.

Naturally, you will need to cover the return mail costs.

Once we have received your parcel we will issue a refund and send a confirmation email once the process is complete.

Driftwood Boutique & Décor (Driftwood) is not responsible for parcels lost or damaged in transit, we recommend you return with a service that provides tracking and insurance.

Any taxes, customs or duties payable for International exchanges will need to be paid for by the customer, Driftwood is not liable for return shipping fees.

FINAL SALE items are non-refundable. You can however opt for an exchange or credit note on **FINAL SALE** items.

If you wish to exchange your item for another size please get in contact with us at info@driftwoodboutiqueanddecor.com.au or on **+61 7 4939 2005** so we can organise this for you.

You will have to fill out your returns form and send your garment back to us at your own cost, once we have received your garment we will be able to process your exchange.

At Driftwood we take every bit of care when picking and packing your order.

Each garment is individually assessed to ensure it meets our quality standards. All orders are quality checked by a secondary person prior to dispatch.

Should you for any reason believe you have received a garment with a fault you will

need to contact us at **info@driftwoodboutiqueanddecor.com.au** so that our team can assess the garment and determine approval.

For any fault to be considered all original tags must be in place and the garment must be in original condition, free from makeup stains, perfumes and oils.