

VIPARO

Order Number:

1. Please read our returns policy in full, overleaf, or on our website: <http://www.viparo.com.au/returns-and-exchanges>. Please note that we happily accept returns or exchanges within 30 days. Full priced items are entitled to a full refund and sale/clearance items are entitled to an exchange or store credit. Products must be returned in their original condition, unworn, undamaged, with tags still attached otherwise they will be returned back to you at your own cost.

Please contact us or check our website for available stock if exchanging: <http://www.viparo.com.au>. You can email us on sales@viparo.com.au to reserve stock for your exchange.

2. Please note the items and quantity you are returning below:

Qty	SKU	Name	Description	Colour	Size

3. Please answer the questions below. If you answer "No" to any of the questions, we are unable to refund or exchange.

Please Circle Office Use Only

Is the return within the 30-day return period?

Yes / No

Yes / No

Are the tags attached & packaging still intact?

Yes / No

Yes / No

Is the product in its original condition, undamaged, unworn and tags still attached?

Yes / No

Yes / No

Please Note: Take care when repacking goods and returning them. Items that are used damaged or not in their original packaging will not be refunded and will be returned to you at your expense. DOA: For products damaged on arrival, please first email photos to sales@viparo.com.au for further assistance.

4. To help improve our service to you, what is the reason for your return?

5. If entitled for a refund (full priced item), please specify the original payment method used:

Credit Card

PayPal

6. Package your order securely with this form and post it back using the label on the bottom of this form. You'll be receiving an email from us the moment we receive your return and then another email within 24 hours to let you know your eligibility for an exchange/refund. Refunds and exchanges are usually processed within 10 business days. Refunds generally take 3-7 business days to show up on your credit card statement once processed. Refunds are of the original product price paid, excluding shipping costs.

7. Our full Returns & Exchanges Policy can be viewed online here: <http://www.viparo.com.au/returns-and-exchanges>

VIPARO

Order Number:

VIPARO
Attn: Returns
Studio 1A, 17 Bowden Street
Alexandria, NSW 2015
Australia

Affix
Postage
Here

RETURN INSTRUCTIONS

Thank you for shopping at VIPARO.com.au.

If you would like to return an item within the 30-day returns/exchanges time frame, please enclose this form with your return package to allow us to process your return as promptly as possible.

Please read our returns policy in full as outlined in this form and on our website: <http://www.viparo.com.au/returns-and-exchanges>. Please note that we happily accept returns or exchanges within 30 days. Full priced items are entitled to a full refund and sale/clearance items are entitled to an exchange or store credit.

Products must be returned in their original condition, unworn, undamaged, with tags still attached otherwise they will be returned back to you at your own cost.

EXCHANGE INSTRUCTIONS

Please contact us or check our website for available stock if exchanging: <http://www.viparo.com.au>. You can email us on SALES@VIPARO.COM.AU to reserve stock for your exchange.

Please note that the buyer is liable for the return postage costs back and forth in the case of an exchange or return.

FAULTY ITEMS

For all faulty items please send it to the following address:

VIPARO
Attention: Faulty
Studio 1A,
17 Bowden Street
Alexandria NSW 2015
Australia
Ph: 1300 847 276

AUSTRALIAN CUSTOMERS

To perform an exchange, please also include a return self-addressed pre-paid satchel such as Express Post satchel available from Australia Post for approximately \$15-20 AUD (Australian Customers Only). We advise you return the item via a trackable method to ensure parcels aren't lost. We are not responsible for lost parcels and it is on the buyer's onus to follow up return packages if delayed.

INTERNATIONAL CUSTOMERS

Please contact us on sales@viparo.com.au to arrange payment of return shipping back to you for exchanges.

RETURNS & EXCHANGES PROCESS

1. If you would like to exchange or return your order, simply fill in the returns slip overleaf, and send it back to us at:
VIPARO, Attention: Returns, Studio1A, 17 Bowden Street, Alexandria, NSW, 2015, Australia with the item(s) you wish to return within 30 days of your order.

For faulty items send to: *VIPARO, Attention: Faults, Studio 1A, 17 Bowden Street, Alexandria, NSW, 2015, Australia.*

2. Please ensure you complete the form in full including providing a reason for your return. If this is not completed your exchange or return may be refused or delayed.
3. Please observe all terms and conditions of the exchange.
4. Please attach the VIPARO return address label at the bottom of the returns slip to the outside of your return parcel for prompt processing (ensure you remove any existing labels).
5. Returns can take between 10 business days for Australia orders or 21 business days for International orders to be delivered to our distribution centre and up to an additional 7 business days for your bank to process the refund.
6. Once we have processed your return or exchange, we will notify you via the email address provided with your original order.
7. Please note that all Sale or Clearance items are not refundable and a store credit will be issued which can be used on our website at a later date.

FAULTY PRODUCTS

Minor Faults

If the fault is minor and repairable, please contact our customer service team on sales@viparo.com.au, or contact us by phone on 1300 VIPARO (1300 847 276) for assistance. International customers please call +61 2 8386 8977. We will make every attempt to make the repair. If a repair is not possible, we will replace it if available.

Major Faults

If you feel the product or garment experiences a major fault, please contact our customer service to evaluate the fault and discuss further options.