



Exchange request form

To exchange an item please fill in this form completely and fax it back to +61 2 9904 5711 or email it as an attachment to info@helenrodrigues.com.au.

Your original order information

Order number: _____

Date of order: _____

First name: _____

Last name: _____

Address: _____

State: _____ Postcode: _____

Country: _____

Telephone: _____

Mobile: _____

Email: _____

Details of goods being exchanged

Name of item: _____

Size: _____ Colour: _____

Quantity: _____

Notes: _____



Details of goods you want to exchange it for

Name of item: _____

Size: _____ Colour: _____

Quantity: _____

Notes: _____

I would like to:

- Exchange the goods for the item/s mentioned above
- Have a store credit

Additional information

Note:

The customer is responsible for any shipping fees when returning goods back to us. Helen Rodrigues Shapewear® does not take any responsibility for the arrival or misplacement of exchanges. We recommend you use registered post when returning goods back to us.

A Helen Rodrigues Shapewear® staff member will contact you if we are unable to process an exchange request.

Items that have been returned without either a return or exchange form or are obviously worn, are soiled or have had the tags removed will be returned to the customer and the customer will be charged a shipping and handling fee of AU\$12.50.



Exchange policy

Please read our exchange policy outlined in the following page or available on our website.

Signature: _____

By signing this form you confirm that you have read and acknowledge the Exchange Policy

Helen Rodrigues Shapewear® exchange policy

We are more than happy to exchange products if they are unsuitable. Please email us first outlining the description of the goods, style number and reason for exchange. All exchange requests must be received within 10 calendar days from the date your order was shipped. Exchanges will only be considered when goods are in original condition. Health regulations stipulate that clothing that is soiled, worn, damaged or laundered is considered to be in "other than new condition" and cannot be exchanged. All labels must be attached and packaging in its original condition. Please fill in the exchange form with proof of purchase and your goods. We will either exchange your goods or issue a store credit.

The customer is responsible for any shipping fees when returning goods back to us. Helen Rodrigues Shapewear® does not take any responsibility for the arrival or misplacement of exchanges. We recommend you use registered post when returning goods back to us.

A Helen Rodrigues Shapewear® staff member will contact you if we are unable to process an exchange request.

Items that have been returned without either a return or exchange form or are obviously worn, are soiled or have had the tags removed will be returned to the customer and the customer will be charged a shipping and handling fee of AU\$12.50.

Sale and clearance items can only be exchanged if they are faulty or a store credit will be given to you. No refunds can be issued.

Please click here to view our [returns policy](#).