

Pickles & Loop Designs Pty Ltd  
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## Returns & Exchanges Authorisation Form

We take great pride in our sleepwear and strive to ensure that all our customers are more than satisfied with their purchases and are happy with our hassle free, efficient customer service!

If you are dissatisfied with your purchase for any reason, we will gladly assist you with a prompt refund or exchange so long as you return the **unused and unwashed item(s) with all tags attached and packaging intact to us within 21 days of the invoice date**. Unfortunately, for hygiene reasons, we are unable to offer returns and exchanges on our underwear so please choose carefully. Please be sure to pack the merchandise you wish to return or exchange carefully and send the package by a prepaid, insured and traceable method as we are not responsible for any merchandise that is damaged or lost en route to us.

**Please send all merchandise you wish to return or exchange to the address below:**

**Pickles & Loop Designs Pty Ltd  
 PO Box 301  
 WAVERLEY NSW 2024  
 AUSTRALIA**

To ensure quick processing of your returns and exchanges please make sure the relevant fields below are filled out correctly and, if possible, enclose a copy of the original invoice. Should you wish to view our Privacy Policy please refer to our website [www.picklesandloop.com](http://www.picklesandloop.com).

### Part 1: Order and contact details:

Date:	
Invoice/Receipt Number:	
Invoice Date:	
Name:	
Address:  [Note: if exchanging items please provide an address where someone will be available to accept the delivery as a signature may be required]	State: _____ Postcode: _____  Country: _____
Email address:	
Phone number (during work hours):	
Mobile Number:	

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## Part 2: Reason for Return or Exchange:

Please indicate the reason(s) for the return or exchange by ticking the appropriate box(es) below:

I received a faulty item  
(Pickles & Loop will cover any re-delivery charge)

I received items that do not correspond with my original  
order  
(Pickles & Loop will cover any re-delivery charge)

I have changed my mind  
(I will cover any re-delivery charge)

Other (eg incorrect choice of size)  
(I will cover any re-delivery charge)

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## Part 3: Return or Exchange

Please indicate whether you are exchanging an item or returning an item:

**I am returning an item**  - please complete Part 3A

**I am exchanging an item**  - please complete Part 3B

### Part 3A: Returns

Please list the items you wish to return below:

Item No.	Item Description	Comment

Please indicate whether you would like to receive a credit note or a refund for the items you have returned by ticking the appropriate box below:

**Pickles & Loop E-Credit Voucher**

**Refund by cheque**

**Refund to my credit card**

Type of credit card:	Visa <input type="checkbox"/>
	Master Card <input type="checkbox"/>
	Bank Card <input type="checkbox"/>
Name of credit card holder:	
Credit card number:	
CCV number: (3 digit code on reverse of card)	
Expiry date of credit card:	
Signature:	

## Part 3B: Exchanges

### Exchange items:

Please list the items you are sending back to us and wish to exchange below:

Item No.	Item Description	Comment

### Replacement items:

Please list the items you would like us to send you in exchange for the items listed above.

If the item(s) you have requested are out of stock or discontinued, one of our customer service staff will contact you to discuss alternative options.

Item No.	Item Description	Size

### Method of payment:

When exchanging merchandise for a different item(s) that is more expensive than the item(s) originally ordered, please indicate your preferred method of payment for the difference. A re-delivery fee of **\$9.50 for Australia and \$12.50 for New Zealand** will automatically be charged (unless we are at fault).

A money order is enclosed

Please charge my credit card

Type of credit card:	Visa <input type="checkbox"/> Master Card <input type="checkbox"/> Bank Card <input type="checkbox"/>
Name of credit card holder:	
Billing address for credit card:	
Credit card number:	
CCV number: (3 digit code on reverse of card)	
Expiry date of credit card:	
Signature:	

Please use my Pickles & Loop  
E-Gift or Credit Voucher

Voucher code:	
Signature:	

When exchanging merchandise for a different item(s) that is cheaper than the item(s) originally ordered, our policy is to provide you with a merchandise credit note for the difference that can be put towards your next order.