



QTY	Item No.	Description	Reason for return/exchange/credit

Your Details

Order No. _____ Phone: _____

Name: _____ State: _____

Address: _____ Postcode: _____

In order for KELLY LANE to provide you with a seamless shopping experience, if you wish to return any of the goods you have purchased, please make note of the details below before contacting us directly.

IMPORTANT: When sending your return back, please ensure you keep your return tracking number as proof of return.

To return an item to KELLY LANE, the following must be adhered to or it may result in your goods not being refunded, a delay or your return not being approved.

All returned items must be:

- Unused and in their original packaging.
- Returned within 10 days following receipt of the goods.
- Returned with a copy of the invoice & a copy of the attached form filled out.
- Sale items are non-refundable.
- Goods must be returned to: Kelly Lane Online, 6 Queensbury Avenue, Currumbin Waters Qld 4223

Online orders cannot be refunded, or exchanged in stores.

Once we have received your return, please allow up to 10 business days for the refund to be processed. You will receive an email upon completion. Please note there may be delays during busy periods.

EXCHANGES

- If you wish to exchange your goods for an alternate item, please contact a member of KELLY LANE who will first confirm whether your item is available.
- Goods can only be exchanged once.
- A self addressed express (or regular) post satchel must be provided with your return so that it can be sent back as quickly as possible.
- We advise returning your item by tracked delivery and to ensure you keep your tracking number until you have confirmation that the exchange has been processed.
- If your exchange is urgent, please contact us on (07) 5534 6844 as we will be able to deal with your request quicker.

CREDIT NOTES

- A credit may be issued in place of a refund for wholesale customers only.

FAULTY GOODS

- If you receive an item and you believe to be faulty, you must contact KELLY LANE immediately.
- You must then pay for postage to return the item which will need to be assessed. If an item is deemed as faulty, you will be entitled to a full refund and reimbursement of postage.

POSTAGE

- In the event that a item is faulty and you do not wish for it to be replaced, you will be reimbursed for shipping charges incurred both ways (only applies to orders placed for a single item)
- If more than one item has been purchased and one good is faulty, you will be reimbursed for the postage fees incurred to return the item only, given that a postage receipt is provided.
- You will be required to provide a BSB and Bank account number for postage reimbursement.
- In no other instance are you entitled to a refund for shipping.

If you have any questions which you do not feel have been answered after reading the above please contact:

KELLY LANE

(07) 5534 6844
enquiries@kellylaneart.com

Mon - Fri between 9am and 5pm

The exchange/refunds form is available online to download here. Please fill out this form if you wish to return something to KELLY LANE Online.