

Customer satisfaction is very important to us and we know how hard it can be buying online. We accept returns and exchanges for items purchased from eNurse within 21 days of purchase, as long as they are in brand new condition (unworn, unmarked, unwashed, original condition). Please be mindful of this when trying your items on. If you have bought the wrong size or colour, please send it back with the size or colour you want. If you want to change to a different item, we will refund it once we receive your original order. You can purchase the items you want online.

Postage for returns and exchanges are at the cost of the customer. It is important you keep the tracking number so we can track that it has been sent back safely. Please note that refunds will exclude the original cost of postage. Please fill out the below form and send it back to eNurse, PO Box 9434, Wynnum Plaza Qld 4178. If you have any questions you can message us on Facebook, email at sales@enurse.com.au, or call 1300 886 814 during office hours: Tuesday to Friday from 11am-4pm.
Thank you. The eNurse Team.

Customer Details

Invoice/Receipt No #	Address:
Purchase Date:	Phone:
Name:	Email:

Product Return Details *(Please note this form must be completed and sent back with the items).*

Product description/name:
Reason:

I have read the Exchange/Return policy on the website.

- Checklist:
- Please ensure you complete this checklist to ensure your refund can be processed.*
- I have checked my item and it's in brand new condition o
 - Original condition
 - o Unworn
 - o Unwashed
 - o All tags attached
 - o Unmarked
 - I have written down why I am requesting a refund/exchange I
 - will organize to send the item back to eNurse
 - I have wrapped my items in protective packaging and have written the address on the outside of the parcel I will send my parcel via registered post so that it can be tracked *(please keep proof of postage in case of loss during transit)*
 - I understand that I can change my size or colour of the same item, but I am unable to change the style or add more products.

Office Use Only:

- EXO CR
- Refund/Payment
 - o eWay
 - o Eftpos
 - o Paypal
 - o Direct Deposit
- Notes & copy of GRF Email
- receipt
- Stock Google
- Form

Terms & Conditions

Satisfaction Policy

Customer satisfaction is very important to us and for this reason we try to accommodate all return, exchange or refund requests. Every purchase is covered by our 100% satisfaction policy which allows you to return an item within 21 days of receiving it if you are not happy with the fit, quality or function. The details of the return process will depend on a few key things such as the condition of the item and whether you are wanting an exchange or refund. We have an excellent customer service team that would love to assist you with your exchange or return. You can call the team on 1300 886 814.

The Goods Exchange/Returns Form on the back of this sheet must be completed and returned with all items.

Any damages or marks on items or their packaging will affect the exchange or refund. If an item is returned to eNurse in a condition other than brand new you will be contacted with alternative options, or the item may be sent back to you without a refund or exchange being done.

Exchanges for incorrect fit/size (Excludes all international orders)

We understand that buying online can make it hard to get the right size and fit. Please keep in mind that to be exchanged, the item needs to remain in brand new condition, so extra care may be required when trying items on to avoid marks, stains or creases. Sending the item back is at your expense. We can change the item for a different size or colour, however if you want to change to a different style, we will refund the item you purchased once we receive it.

Returns for refund

If you would like to return your item for a refund due to a reason other than it being incorrect, we ask that you send it back to us at your expense. Please ensure you have filled out the form on the other side of this page. If the item is faulty, we will pay for the postage. Please contact us on sales@enurse.com.au or call us during business hours on t. 1300 886 814.

Change of mind

If you decide to change the colour or item that you have, simply due to a change of mind, we ask that you send it back to us at your expense (as determined by Australia Post or the courier provider you use). Please keep tracking details to ensure the item is delivered to us. Many thanks.

Faults or errors

If we have sent you the wrong item, or if the item is faulty, we will certainly organize the postage and correct items to be sent to you. Please call our friendly customer service team to organize a replacement and return satchel or label.

Postage costs

Please note that the postage amount for your original order is not refundable. If you request a full refund, the amount of the items will be refunded to you, subject to their condition upon return, however the postage amount will not be included.

Packaging costs/fees

Any damages to packaging (e.g. shoe boxes) may incur a packaging fee of 10% of the item cost. This refers to exchanges or returns where packaging such as shoe boxes are marked or damaged. We understand that opening sealed items may damage packaging slightly, and this will be considered when processing returns and exchanges. We will contact you by phone or email to discuss any additional fees and options with you before processing the exchange/return.

We thank you for your understanding with our customer returns and exchange policies. The eNurse Team.