## Goods RETURN Form

For Refunds Only

### Customer satisfaction is very important to us and we know how hard it can be buying online.

We accept returns* 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.

Postage for returns is at the cost of the customer. Please note that refunds will exclude the original cost of postage.

1300 886 814  sales@enurse.com.au

### Customer Details

<table>
<thead>
<tr>
<th>Invoice/Receipt #</th>
<th>Address:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Purchase date:</td>
<td>Phone:</td>
</tr>
<tr>
<td>Name:</td>
<td>Email:</td>
</tr>
</tbody>
</table>

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

**Product description/name:**

**Reason:**

**Checklist:**

- I have read the Exchange/Return policy on the back of this form
  - I have checked my item and it is in brand new condition
    - Original condition
    - Unworn
    - Unwashed
    - All tags attached
    - Unmarked
  - I have written down why I am requesting a refund
  - 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)*

### Office Use Only:

- EXO CR
- Refund/Payment
  - eWay
  - Eftpos
  - Paypal
  - 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. If you find that the item you purchased is too small or too big, we are happy to cover the postage cost for you. Simply call our friendly team on 1300 886 814 to organize the return label. 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.

**Returns for refund**

If you would like to return your item for a refund due to a reason other than it being faulty or 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.

**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 call us before sending the item back and ensure you fill out the form on the back of this sheet.

**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.