



Online Exchange/ Return Request Form

Date: _____

Order No: _____

Customer Details

Name: _____

Email: _____

Address: _____

State: _____

Postcode: _____

Country: _____

Contact No: _____

I would like to: Exchange Credit online account

Reason for exchange/ return:

1. Return Style:	1. Exchanging For:
Style No:	Style No:
Colour:	Colour:
Print: (Leave blank if there is no print)	Print: (Leave blank if there is no print)
Size: Price:	Size: Price:

1. Return Style:	1. Exchanging For:
Style No:	Style No:
Colour:	Colour:
Print: (Leave blank if there is no print)	Print: (Leave blank if there is no print)
Size: Price:	Size: Price:

Returns Policy

We can only accept returned items if they are in original condition, have original packaging and have tags attached, this does not apply to swimwear, underwear or earrings. Items must be accompanied by a copy of the packing slip/ invoice we sent you with your order as well as this Online Exchange/Return Request Form clearly identifying which items you are returning and why. Customers are required to enclose a pre paid registered post bag if they request any products to be sent back for an exchange You must package the items carefully and seal the package well before sending it to the address provided at the bottom of this page. Returns must be posted back within 21 days of online purchase date. Please allow up to 14 days after we approve your return for the credit to appear in your online account, or exchanged items to be sent out. Only items bought from the ICE On-line Store www.icedesign.com.au can be returned using this form. Items purchased in ICE retail stores cannot be returned to the ICE On-line Store www.icedesign.com.au. Store returns must follow the ICE retail store Returns Policy. Retail stores cannot issue refunds for items purchased online. They can, however, exchange or issue Store Credit Notes for items purchased on-line only if proof of purchase is presented.

Return Address: ICE Online Returns, 70 Shepherd St, Marrickville NSW 2204