

BILLING ADDRESS :	DELIVERY ADDRESS:
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PRODUCT CODE	QTY	DESCRIPTION	COLOUR	PRICE (USD)	REASON CODE

REASON CODES PLEASE USE THE FOLLOWING CODES TO TELL US WHY YOU'RE RETURNING YOUR ITEM(S).		
1. LOOKS DIFFERENT TO IMAGE ON SITE	4. POOR QUALITY	7. INCORRECT ITEM RECEIVED
2. MORE THAN ONE SIZE/COLOUR ORDERED	5. DOESN'T FIT PROPERLY	8. PARCEL DAMAGED ON ARRIVAL
3. ARRIVED TOO LATE	6. DOESN'T SUIT ME	9. NOT AS DESCRIBED

DELIVERY AND RETURNS NOTE

Making a return or exchange is hassle-free.
Simply fill in the form and send it back to us with the item/s (in their original condition).

PLEASE FOLLOW THE STEPS BELOW WITHIN 7 DAYS OF RECEIVING YOUR DELIVERY:

1. Shipping and handling charges are non-refundable. Refund will be credited back to original payment method. Shipping costs will be included ONLY for faulty items.
2. Select one of the reason codes against your return. It is very important to fill out completed information with detail indication of return or exchange and reasons for us to take the actions you want us to.
3. In all the cases, the items returned must be in their original condition, which includes tags, and any packaging. All goods will be inspected on return. Gold Philosophy does not accept damaged merchandise.
4. All exchange are based on stock availability. If you wish to exchange your item for an alternative style, we suggest that you return it for a store credit and purchase the new piece separately.
5. Orders can take up to 7 days to be delivered back to us, and will be processed within 10-14 days.
6. Enclose this form inside your parcel and attach the pre-printed label on the front, ensuring any original delivery labels are covered. Please note that this label is not postage paid.
7. Please retain a proof of postage until we have confirmed your refund has been processed.
8. Returns must be sent via U.S. Postal Service, FedEx, or UPS only. All returns must be postmarked within 10 days of your receipt of the ordered merchandise. Any returns postmarked after 10 days of your receipt of the order, will be refused and returned to sender.

For further information regarding our returns policy, please log on to our "Help" pages, select "Return & Exchange". If you have any inquiries or comments please mail order@goldphilosophy.com

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