



Dear Customer,

First of all we would like to thank you for shopping at the Kathryn Wilson Online Store. We hope that you will be happy with your purchase. Even though this is a pre-written note that we put into all packages, it does not make our appreciation for your order any less sincere. Your happiness and confidence in us means alot. Thank you!

If you have any questions regarding sizing, returns, or anything else, please don't hesitate to contact us.

Best Wishes from the Kathryn Wilson Online Store.

Need to return something?

If something is not right or you would like a refund or exchange:

- Send us an email right away if you want us to reserve another size/product for you.
- Fill out this form, enclose it with your parcel and send it back to us withing 14 days of delivery, retaining proof of postage.
- Send to: Kathryn Wilson, 26 Clarence Street, Devonport, Auckland 0624, Auckland, New Zealand

DATE: _____

ORDER NUMBER: _____

Product code/name	Return or exchange	Reason for return / exchange	Replacement size/s	Replacement item/s

Comments:

Return Policy:

- We hope you will love what you have ordered, but if something is not correct, please let us know. KW Trading is committed to providing quality products and services to our customers.
- Please return goods to us in their original condition, unworn and with labels attached within 14 days of receipt, and we will refund or exchange it for you.
- If you need to exchange an item, your first exchange will be delivered free, however any exchange thereafter will incur a delivery cost charged at normal rates.
- Refunds will be made to the original method of payment.
- The Customer bears the charges for returning the package to us. In the case of an exchange, we will then send the exchanged item/s back to you free of charge.
- We cannot be held liable for packages that are lost or damages during transfer so we recommend tracked postage.