

RETURNS POLICY

Fashion Allied Agency have a system in place for returning faulty garments, enabling us to assess faulty items and apply any appropriate credits in the most efficient manner.

- We request for all our clients to inspect garments upon arrival and to notify us of any immediate faults within 14 days of delivery.
- All returns need to be requested via email to stockroom@fashionallied.com.au
- All returns must be accompanied by an RA number and a completed returns claim form.

When requesting an RA#, please include the following details:

1. Style code
2. Description of fault and supporting imagery
3. Number of units

Upon review, you may then be provided with a returns authorisation number and returns claim form.

Once an RA# has been issued, please return the faulty garments via standard shipping to the following address with your completed returns claim form enclosed:

FASHION ALLIED AGENCY
ATTN: RETURNS DEPARTMENT
RA# _____
UNIT 2/23 ANTHONY STREET
WEST END, QLD 4101

Fashion Allied Agency will not accept any returns without an authorisation number and stock will be returned to you at your own cost. Please also note, that all returns are subject to assessment by our returns team and supplier approval.

We thank you for your co-operation!

FASHION ALLIED AGENCY

RETURNS CLAIM FORM

NAME OF BOUTIQUE: _____ RA#: _____ DATE: _____

INVOICE	STYLECODE	QUANTITY	*FAULT

PLEASE CHECK

Has the garment(s) been worn?

YES NO

Does the garment(s) have the original swing tags?

YES NO

Has the fault been marked on the garment(s)?

YES NO

Was the garment(s) purchased at a discounted price?

YES NO

FORM COMPLETED BY _____

POSTAGE

Please return the garment(s) to the agency by standard post.
Express Post freight charges will be incurred at your own cost.

ATTN: RETURNS DEPARTMENT

RA# _____

FASHION ALLIED AGENCY

PO BOX 3284

SOUTH BRISBANE QLD 4101

OR

ATTN: RETURNS DEPARTMENT

RA# _____

FASHION ALLIED AGENCY

2/23 ANTHONY STREET WEST END, QLD 4101

****Please describe the fault and also mark the exact location on the garment with a pin & paper/tape on each individual garment.***