



Online Store Returns Form Australia

Terms and Conditions

- All returns must be made with 10 days from the date your purchase was delivered. Items received after this period will not be accepted.
- Items must be in their original sellable condition and must not have been worn, altered or washed. All tags must remain in place.
- We're not able to offer an exchange on orders, all returned items will be refunded once they've been received by our warehouse. If you need a different size or colour of an item, then please place a new order.
- Faulty items - If you receive an item that is faulty please notify us by email info@fireflyonline.com.au with a photo of the fault. Once we receive the garment back and confirm that it's faulty, we will send you a new item or a refund.
- Items purchased on sale are final sale and cannot be returned or exchanged with change of mind

For Returns

- To take the hassle out of returning, we offer a flat rate of \$10 AUD for returns in Australia, this will be deducted from your refund. For orders over \$200 returns are FREE.
- Email info@fireflyonline.com.au to request a return label which you simply attach to your parcel and pop in your nearest post box.
- Please fill out the returns form on the back of this document and include with your return to:

Firefly Web Returns
Unit 9, 23 Bowden St
Alexandria
NSW 2015
AUSTRALIA



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Name			
Order number / Your Reference			
Address			
Phone		Email	

Quantity	Style Name	Style Code	Reason Code	Reason for Return Code
				1. Looks Different To Image On Website 2. Ordered More Than One Size 3. Arrived Too Late 4. Poor Quality 5. Faulty Item 6. Doesn't Fit Properly 7. Doesn't Suit Me 8. Incorrect Item Received 9. Parcel Damaged On Arrival

*For more items please attach a separate sheet

Payment Method (Please tick your payment method below)

Credit Card Afterpay PayPal Other

Returns:

Returns will be credited to the original form of payment

For any additional questions please contact us on info@fireflyonline.com.au or call us on (02) 9699 2545