



## Online Store Returns Form Rest of World

### 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](mailto: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 \$25 AUD for returns from worldwide (exceptions are Singapore) this will be deducted from your refund. This is arranged through our courier who will come and pick up at your location, please contact [info@fireflyonline.com.au](mailto:info@fireflyonline.com.au) to request this.

Fill out the information below and return to:

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

Name:
Order number / Your Ref:
Address:
Phone:
Email:

Style Name	Style Code	Quantity	Reason for return	Price

\*For more items please attach a separate sheet

### Returns:

Returns will be credited to the original form of payment

For any additional information email [info@fireflyonline.com.au](mailto:info@fireflyonline.com.au) or call on (+61) 02 9699 2545 between 9.00am to 5.00pm Monday to Friday (AEST).