

# FT. LOUISA

## RETURNS

You can return your full priced items for any reason. FT LOUISA offers a full refund or store credit for all full priced items that are:

- Posted back to FT LOUISA within 14 days of receiving your order. Any items posted after this timeframe may be denied.
- Returned in their original condition including tags and sanitary labels. Items that are soiled, damaged or used will be denied and returned to the customer.

Once FT LOUISA has received your returned package, all returned items will be inspected before a refund or store credit is issued within 3 business days, excluding holiday periods.

You will be notified once the transaction has been processed via the email address that the order was placed with.

- Return Shipping is at the cost of the customer and is non-refundable.

*\*\*\*We recommend returning items through traceable mail, as FT LOUISA cannot issue a refund on items that are not received.*

## EXCHANGES

If you require a replacement size, colour or alternative item/s, you are required to place a new order.

## RECEIVED THE WRONG ORDER OR A FAULTY ITEM?

If you were shipped the wrong order or a faulty item, please notify us immediately by contacting our Customer Care team at [hello@ftlouisa.com](mailto:hello@ftlouisa.com) and quoting the order number and fault or incorrect item. We will send you the correct item upon receipt of proof that you have sent back the wrong or faulty item.

FULL NAME

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ORDER NUMBER

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EMAIL ADDRESS

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Item Name \_\_\_\_\_ Size \_\_\_\_\_

Reason Code \_\_\_\_\_ Store Credit / Refund \_\_\_\_\_

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Item Name \_\_\_\_\_ Size \_\_\_\_\_

Reason Code \_\_\_\_\_ Store Credit / Refund \_\_\_\_\_

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Item Name \_\_\_\_\_ Size \_\_\_\_\_

Reason Code \_\_\_\_\_ Store Credit / Refund \_\_\_\_\_

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## REASON CODES

1. Fit
2. Style/Quality
3. Wrong Item
4. Faulty (specify)
5. Not As Pictured
6. Other

## RETURN ADDRESS

Please return all items to the address below. If you require a street address, please email [hello@ftlouisa.com](mailto:hello@ftlouisa.com)

FT LOUISA RETURNS

PO BOX 1072

ARCHERFIELD QLD 4108

AUSTRALIA

For further info, please see our full Returns Policy at [www.ftlouisa.com/returns](http://www.ftlouisa.com/returns)