



**Return & Exchange Form**

I am returning this order for  An Exchange  A Refund  Store Credit

Qty	Item Number	Colour	Size	Description	Return Reason	Amount
For exchanges, please list the replacement item(s) below:						
Qty	Item Number	Colour	Size	Description		Amount
					Add: Redelivery Charges (within Australia)*	\$5.00

\* Note: Sales and Clearance item(s) cannot be Returned or Exchanged.  
 \* All Exchanges within Australia will incur \$5.00 Administration & Re-delivery Fee. All other exchanges please refer to our website [www.lilaque.com](http://www.lilaque.com) for re-delivery rates.

**Your Information**

Invoice Number (Required): \_\_\_\_\_

Date of return/exchange: \_\_\_\_\_

Name: \_\_\_\_\_

Email Address: \_\_\_\_\_

Postal Address: \_\_\_\_\_

Phone: Business Hours: \_\_\_\_\_ After Hours: \_\_\_\_\_



www.Lilaque.com

### Return & Exchange Form

#### FOR EXCHANGES, HOW WOULD YOU LIKE TO PAY THE INVOICE VALUE DIFFERENCE (IF ANY)? (PLEASE TICK)

# Note: if there is a refund from the original invoice value, the refund will be based on the original mode of payment. If the owing amount is \$5 or less, our policy is to automatically credit this to your Lilaque account for future purchases.

- BANK TRANSFER - Please indicate bank transaction receipt number: \_\_\_\_\_  
Bank details are as follows:  
Account Name: Lilaque Pty Ltd  
BSB: 013 225  
Account No: 9017 42212  
Bank: ANZ Bank
- CHEQUE OR MONEY ORDER – payable to Lilaque Pty Ltd
- Credit Card

**CREDIT CARD NUMBER:** \_\_\_\_\_ **EXP. DATE:** \_\_\_\_\_  
**CVV NUMBER:** \_\_\_\_\_ (Last 3 digits at the back of your card)  
**NAME ON CARD:** \_\_\_\_\_ **SIGNATURE:** \_\_\_\_\_

#### FOR RETURNS, WHAT WOULD YOU LIKE TO DO WITH YOUR REFUND? (PLEASE TICK)

- CREDIT MY LILAQUE ACCOUNT FOR MY NEXT PURCHASE
- REIMBURSE THE FULL AMOUNT ACCORDING TO MY METHOD OF PAYMENT\*  
(\*Refund exclude postage and delivery charges and if the owing amount is \$5 or less, our policy is to automatically credit this to your Lilaque account for future purchases)

**CREDIT CARD NUMBER:** \_\_\_\_\_ **EXP. DATE:** \_\_\_\_\_  
**NAME ON CARD:** \_\_\_\_\_ **SIGNATURE:** \_\_\_\_\_

Please enclose the following when returning or exchanging item(s):

- (1) Completed Return & Exchange Form
- (2) Original Invoice
- (3) Item(s) to Exchange or Return
- (4) Cheque or Money Order (if applicable)

Return & Exchange Address:

**Lilaque Pty Ltd**  
**PO BOX 598**  
**BALWYN VIC 3103**  
**AUSTRALIA**

\* Please note that Lilaque is not responsible for any merchandise that is damaged or lost en route to us. For this reason, please be sure to pack the item(s) you wish to return and exchange carefully and send the package by a prepaid, insured and traceable method.