

SEAFOLLY

THANK YOU FOR YOUR SEAFOLLY ONLINE STORE ORDER.
WE HOPE YOU LOVE THESE ITEMS AS MUCH AS WE DO!

We do understand that sometimes things don't work out, so if you are not completely satisfied, we are more than happy for you to return a product within 31 days of delivery. Please follow the below instructions and complete the form to seek a refund.

WOULD YOU LIKE TO RETURN YOUR ONLINE PURCHASE FREE VIA POST?

Returning product/s to our online store couldn't be easier!

1. Print and complete the Returns Form.

Your name and order number are the most important details, please ensure these details are correct. If you don't have your order number, refer to your order confirmation email or contact our Customer Service team.

2. Print your FREE Returns Label.

Print your returns label at returns.auspost.com.au/seafolly and make a note of your tracking number.
Don't have a printer? No problem! You can print your label at a Post Office.
Present your confirmation email and the staff will print your label.

3. Pack and send your product/s.

Pack the items in their original condition with tags and hygiene stickers attached, together with the Returns Form in a protected parcel to avoid damage during transit. Secure the label firmly to your parcel and drop in to a red street post box or your local post office.
Tip! Use the packaging you received your order in by turning it inside out so no old labels are visible.

WOULD YOU LIKE TO RETURN AN ITEM IN STORE?

You are more than welcome to return product/s to a Seafolly Concept Store!

Head to your nearest Seafolly Concept Store

To locate your nearest Seafolly Concept head to www.seafolly.com/au/findastore. Make sure you have the order name, order date and confirmation number of your order, these can be located on the order confirmation email.

REFUND PAYMENT

Once we receive your product/s, we will issue a refund within 5 business days to the original payment method.

CONTACT US

Our customer service team will be happy to assist you with any questions you may have.

EMAIL: Our customer service team at shop@seafolly.com.au

PHONE: Our customer service team on 1300 420 811, Monday to Friday between 9am - 5:30pm (AEST/AEDT).

ONLINE: Most of our returns information can be found online!
View this at www.seafolly.com/au/delivery-returns.html

SEAFOLLY

RETURNS FORM

POST YOUR PARCEL TO

Seafolly Online Returns c/ Quantum Solutions
PO BOX 5151
Minto NSW 2566
AUSTRALIA

Order Number Refer to Seafolly Order confirmation email	
Order Date	
Full Name As stated on the order	
Contact Number	

I'd like to return these items

Style Code	Style Name	Colour	Size	Reason*

***Reason for return:** **A** Does not fit | **B** Does not suit me | **C** Item not as described / shown online
D Received damaged / faulty | **E** Received wrong size / colour / product