

Online returns and exchanges

PLEASE NOTE WE ARE UNABLE TO PROCESS YOUR RETURN UNLESS IT IS ACCOMPANIED WITH THIS FORM. ALL RETURNS MUST BE SENT AND RECEIVED BY PALAS WITHIN 14 DAYS OF YOUR PURCHASE.

YOUR ORDER SUMMARY >

DATE > _____ NAME > _____

ORDER NUMBER > _____ CONTACT NUMBER > _____

STREET ADDRESS > _____

EMAIL ADDRESS > _____

QTY	RETURN	EXCHANGE FOR	REASON	OFFICE USE ONLY
#	CODE AND PRODUCT NAME	CODE AND PRODUCT NAME	1, 2 OR 3	

RETURN REASON:

1 – CHANGE OF MIND
2 – FAULTY
3 – OTHER

OFFICE USE:

5 – REJR 7 – REPC
6 – REJCR 8 – REPS

FOR AN EXCHANGE, PLEASE INCLUDE YOUR CREDIT CARD DETAILS >

CARD NUMBER > _____ EXP > _____

CARD HOLDER'S NAME > _____ CCV > _____

VISA MASTERCARD

DELIVERY AND RETURN NOTES >

Only Palas Jewellery purchased from our online store can be returned for an exchange, online gift card or refund (online gift cards are not valid for Afterpay purchases). Online gift cards can only be redeemed at palasjewellery.com and are valid for 12 months from the date of issue.

We cannot exchange or refund items purchased through our stockists or other online retail stores. Items must be returned to the original place of purchase.

1. No returns or exchanges on sale items.
2. For change of mind, all original tags must be attached and the item must be in its original saleable condition. We are unable to accept returns of earrings for hygiene reasons.
3. Next to the products listed above, select the appropriate reason code for your return.
4. Returns may take up to 7 business days to arrive back to Palas, depending on the method of postage you select.
5. Make sure you enclose this form with your item/s in your parcel so that we can complete your return.
6. If you would like an exchange, please return the item you wish to exchange, make a note on this form of an alternate design and we will arrange for it to be resent to you. This will be returned to you freight free. Please include credit card details above if there is a difference in cost.

Afraid that your pieces might get lost, stolen or damaged during transit? Then we highly recommend that you send the goods back via Registered Post. Palas Jewellery is not responsible for any lost items.

ALL RETURNS TO BE SENT TO >

Palas Returns Department
28 Tomsey Court
Adelaide SA 5000



For further information please contact our Returns Department > returns@palas.com.au or call (61-8) 8232 7244.