

# PALAS ONLINE RETURNS FORM

PLEASE NOTE > WE ARE UNABLE TO PROCESS YOUR RETURN IF IT IS NOT ACCOMPANIED WITH THIS FORM. ALL RETURNS MUST BE SENT AND RECEIVED BY PALAS WITHIN 14 DAYS OF YOUR PURCHASE.

## EXCHANGES >

We do not accept exchanges through our online store. To avoid disappointment, we recommend placing a new order within 14 days of the original order date for the item you would like to purchase and returning the existing jewellery for a full refund within 14 days to our returns department using the online returns form provided. A full refund will be provided back to your original form of payment providing all original tags are attached and it is in original saleable condition.

## RETURNS >

Only Palas Jewellery purchased from our online store can be returned for a refund.

## MANUFACTURING FAULTS >

All Palas jewellery is carefully handmade from the highest quality materials and we are proud to offer a 365 day warranty against any manufacturing defects. Please note that this warranty does not cover misuse or mishandling that is not aligned with our care instructions. If you believe your piece has a manufacturing fault please return it with a completed form to Palas to assess. If we deem it to be faulty we will replace or refund the item at our discretion.

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

1. No returns, exchanges or refunds on sale items
2. For change of mind, all original tags must be attached and the item must be in it's original saleable condition. We are unable to accept earring returns for hygiene reasons.
3. Returns may take up to 14 business days to arrive back to Palas, depending on the method of postage you select.
4. Please select a padded mailer instead of a standard envelope to protect the jewellery being returned.
5. Make sure you enclose this form with your item/s in your parcel.

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

## ALL RETURNS TO BE SENT TO >

**Palas Returns Department  
28 Tomsey Court  
Adelaide SA 5000  
AUSTRALIA**

## YOUR ORDER SUMMARY >

Please complete this returns form in full.

Date: \_\_\_\_\_ Order # \_\_\_\_\_

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

Phone: \_\_\_\_\_

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

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

## ITEM/S BEING RETURNED >

QTY	SKU	NAME	REASON
			① ② ③
			① ② ③
			① ② ③

1. CHANGE OF MIND  
2. FAULTY  
3. OTHER

## Additional notes:

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

