



PALAS

Exchange and returns form for online retail purchases

Please use this form for returns or warranty claims. All returns must be made within 7 days of invoice date. Please return all items in the original packaging and in the exact condition as received. All Palas jewellery pouches must also be returned. If any item is not received in the exact condition as dispatched a refund or exchange will not be offered. Any damage incurred during transit to Palas is the responsibility of the sender and any damaged items will not be refunded or exchanged. Palas will also charge an additional \$15 to your credit card to return the items to you.

For refunds we will credit your original method of payment excluding delivery (unless goods are faulty or not as ordered) or we can also hold a credit against your membership.

If you would like to exchange colour or style please follow the same instructions as above indicating your requirements on the return form and include balance of payment in form of credit card details (card number, expiry and card holder name). You will be charged \$15 for re-delivery within Australia and \$40 for international orders. Please include an alternative jewellery item selection as we may have sold out of your first choice.

Palas is not responsible for customer returns that are not received. No return or exchange on sale items. No return or exchange on earrings due to health regulations.

Please ensure you have made your selection carefully as a 20% re-stocking fee will be charged in addition to the return freight charge.

Refunds and exchanges are generally processed within 48 hours of receipt. Please ensure you complete your return form thoroughly to avoid delays.

Enquiry type

Warranty Return

Personal details. Please print clearly

Name		
Address		
City	State	Postcode/Zip
Country		
Phone	Email	

Please describe the items you are returning:

Style Number	Order Number	Purchase Date
Reason for return		

Send this completed form with your return to:

Palas

28 Tomsey Court

Adelaide

South Australia 5000

Australia

T [61-8] 8232 7244

F [61-8] 8232 0599

E email@palas.com.au

W www.palas.com.au