

veducci

GENERAL RETURNS

At Veducci we endeavour to ensure that all customers are happy with their purchase, however, if you require an exchange or wish to return a garment, for veducci to assist you it is extremely important to follow these guidelines:

- Your garment must be returned within 30 days* from the date the garment is dispatched from our Melbourne head office.
- Garment/s are returned in their original condition: they must be unworn, unwashed, unexposed to perfume and/or cosmetics and with tags attached
- Altered garments cannot be returned under any circumstances
- All garments need to be returned with a completed Return/Exchange docket – available for download below.
- Garments with a production fault will be exchanged or refunded beyond our 30-day return period provided the original purchase date is within six months of sending the garment back to veducci. To ensure you will be eligible for an exchange or return, we recommend that you carefully try on your new garments when you receive them.
- If your return does not meet any of the above terms, veducci reserves the right to not approve your request for an exchange or return.
- Our exchange and return policies are in line with the State and Federal Consumer Laws

* Veducci would appreciate that all garments be returned within 14 days, as stated on our price list, to avoid delays and the risk of cancellation due to fabric shortages.

EXCHANGES

Please understand that all veducci garments are made in Australia in fabrics selected by the customer. Veducci do not keep garments in stock, and all garments are made specifically to fill orders. It is for this reason that we would appreciate that all care be taken when choosing fabrics, colours and that the measurement chart is consulted when choosing a size.

Due to the manufacturing process please consider:

- Please inspect and try on your garment as soon as you receive it so if you do require an exchange it can be done efficiently and without delay. All garments requiring an exchange must be returned within 30 days of the dispatch date from Melbourne head office
- All veducci garments are manufactured in Melbourne so exchanges can take up to 4 weeks from the date received at veducci head office. If a new garment needs to be made it will become a reorder and added to the next production cycle.
- If we are unable to exchange your garment due to depleted fabric stock, a Credit Note will be issued

REPAIRS

- Unfortunately, for hygiene reasons, we are unable to accept garments that have been worn and have not been laundered prior to return. Any garment received that has been worn and is unwashed will be returned to the customer immediately

HOSTESS REWARDS

- No refund will be issued for half price or free hostess rewards garments. In extenuating circumstances, a Credit Note may be issued to the value of that chosen garment
- All exchanges for half price and free hostess rewards garments must be issued in the original season they are awarded in.

PROMOTIONS

- Free garments received as part of one of our special customer or hostess incentives and/or promotions can only be returned for a size exchange. No style change, colour change, credit or refund will be awarded.

RETURN POSTAGE

- Veducci will pay the cost of postage to deliver your exchanged garment back to you. The cost of returning your original purchase to veducci head office remain your cost.
- The cost of return postage will be refunded when the returned garment is faulty, and the receipt is enclosed with the returned garment.
- Veducci will not be liable for loss or damage of garments during return transit so please use a registered delivery method and keep a record of the tracking number.