

# veducci

Pty Ltd

ABN 90 111 115 041

15 / 178 - 182 Duke St Braybrook Vic 3019

Ph: (03) 9311 9800 Fax: (03) 9311 9832

Fortnight: \_\_\_\_\_ Party Order No. \_\_\_\_\_

**We can only hold garments for 1 week.  
Please ensure all relevant information is  
Provided to assist us for your return.**

## PLEASE COMPLETE EXCHANGE / REQUEST FORM

DATE: \_\_\_\_\_

Consultant name: ..... Consultant Phone: .....

Hostess name: ..... Hostess Phone: .....

Customer name: ..... Customer Phone: .....

Address: ..... Email: .....

Suburb: ..... State: ..... Postcode: .....

GARMENT RETURNED				GARMENT REQUESTED				TOTAL GARMENT/ S RETURNED	
Style No	Size	Colour	Price	Style No	Size	Colour	Price	Reason / Comments	

Office use only:

Date Received: \_\_\_\_\_

### Payment Details: C/C ONLY



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Expiry Date: .....

Name on Card: ..... Signature: .....

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## Exclusive Designs for Women in Style

Veducci offers all customers an Exchange Service. However the garment must be returned within 14 days of receiving it and conditions apply (see below).

Please check your garment as soon as possible and ensure it is the correct size before wearing.

This garment has been made in accordance with your choice of style and colour.

**Please complete this exchange form and return it to:**

**Veducci  
Exchange Dept.  
Unit 15 / 178-182 Duke St  
Braybrook, Vic, 3019**

**PLEASE NOTE: IT IS IMPORTANT THAT YOU RETAIN PROOF OF RETURNING YOUR GARMENT.**

**Eg. Express Post Bag No or Registered Post No. Veducci will not be held responsible for missing returns without the above proof.**

## **EXCHANGE / RETURN CONDITIONS** **(Please read carefully)**

- Proof of returning your garment for exchange is important.
- Garment being returned for exchange, must be in new, unworn and unwashed condition.
- No exchange service is offered on kit sample sizes, which are provided at the presentations. Please try on kit samples where possible.
- Exchanges can take up to 4-6 weeks. If your requested garment is not in stock, the exchange will become a reorder.
- The cost of returning your garment/s for exchange is at your expense. Veducci will return the new garment to you free of charge.
- If Veducci are unable to exchange your garment due to depleted stock, a Credit Note will be issued.
- Please choose carefully as we DO NOT REFUND simply for change of mind. This is in accordance with the Office of Fair Trading. A Refund will only be offered if at the time of sale the goods were not of merchantable quality.
- No refund will be issued for Hostess 1/2 price or free garments. Credit Notes will be issued to the value of that chosen garment.
- Size exchanges only will be provided on FREE garments received as part of one of our special customer or hostess incentives (this does not include our standard Hostess Rewards Garments). No style exchange, colour exchange, credit notes or refunds will be provided when garments are awarded as FREE and part of a Veducci customer or hostess incentive promotion.
- Garments cannot be returned for a pattern placement exchange.

**IF YOU HAVE ANY QUERIES, PLEASE CONTACT YOUR FASHION CONSULTANT.**