

ONLINE RETURN / EXCHANGE FORM

If for any reason you are not completely satisfied with your purchase from The Shelter and would like to exchange your items, or request a store credit or refund, please ensure you have read our online returns policy and then follow the steps below, or return it by dropping it off into one of our taylor stores.

Please email online@theshelter.co.nz to notify us of your intent to return. Then please complete this form and return it with your goods.

The Shelter Returns Dept
61A Randolph St
Eden Terrace
Auckland 1010

RETURNS

Thank you for your order. To avoid disappointment and ensure the smooth processing of your return please take note of the following terms and conditions.

- Please notify us of your intent to return within 3 days of receiving your goods.
- The item/s must be unworn and in original condition with tags and return tags still attached.
- We are unable to accept any returns on sale items, made to order items and personal items for hygiene reasons (facemasks, swimwear, lingerie etc).
- We only offer store credit or exchange for orders placed with Laybuy or Afterpay.
- All return shipping is the responsibility of the customer.
- We can only accept returns originally purchased through theshelteronline.com
- Please see our returns page theshelteronline.com/returns for more info.

We endeavour to process all returns upon arrival, however during busy periods this can take up to 5 working days. We thank you for your patience.

NAME ORDER NUMBER

ADDRESS

ITEM/S BEING RETURNED/EXCHANGED SIZE REASON

REPLACEMENT INFORMATION SIZE COLOUR

