

First Name _____
 Last Name _____
 Email Address _____
 Order Number _____
 Order Value _____



Please email our customer service team in order for us to provide you with a return address
 info@erray.com.au

Returns Form

Thank you for shopping at Erray. We are delighted to have you apart of the Erray girl gang.

We want you to be satisfied with your purchase, however, if this is not the case, you may return the unworn item, in original, re-sellable condition without 14 days after the delivery date.

Once we have received your returned parcel and it has been examined by our team, a credit note will be issued that you can use for six months on our website. Sale items cannot be returned.

Please take extra care when trying on garments as we cannot accept items that smell and are stained with makeup, deodorant and fake-tan. If in the circumstance the item you have returned does not comply with our return policy, it will be returned to you, the customer.

As stated in our returns policy, shipping costs are non-refundable. Shipping back the items to Erray's headquarters are at your own costs. In the circumstance that the item does not comply with our returns policy, you, the customer will have to pay for shipping.

| Item Name or SKU | Size | Reason Code | Comments |
|------------------|------|-------------|----------|
| | | | |

1. I have changed my mind

5. Item is faulty

2. Style not as expected

6. It arrived too late

3. Size is too small

7. Shipped wrong item

4. Size is too big

8. Other (please explain)