
.PHOENIX. ONLINE RETURNS POLICY

There may be times when you will need to return an item purchased from us. Our Returns Policy is designed to assist you with your return. The benefits given by our Returns Policy are in addition to other rights and remedies you may have as a consumer under the Australian Consumer Law (ACL).

If you wish to return any item(s) you have purchased, you can return the item(s) via post to our online store within 14 days from the date of delivery. Return postage costs will be at your expense, unless the item(s) returned is faulty or not as ordered. In this instance, postage will be incurred by .PHOENIX. Please contact customer service to organise pre-paid postage.

We encourage you to return your parcel via registered or traceable postal services as all returned parcels remain the responsibility of the purchaser until received by .PHOENIX.

Store purchases can not be returned or refunded online.

RETURNS POLICY CONDITIONS

At .PHOENIX. we want to ensure you love the items you purchase. If you have changed your mind on a purchase we will exchange your item, provide an exchange card or refund your original method of payment provided that:

- You return the item within 14 days (inclusive) from the tracked date of delivery
- You produce your original .PHOENIX. invoice (receipt) when you return the item
- The item is in original saleable condition:
 - With all original tags
 - In an unworn, unopened and unused state
 - Any sewn labels are still attached
- A returns form is completed and accompanies your returning item(s)

If you are not able to comply with these requirements, .PHOENIX. reserves the right to refuse an exchange or refund on change of mind items. .PHOENIX. will not accept a bank statement as proof of purchase.

We regret that we are unable to accept the exchange or return of the following items for change of mind for hygiene reasons:

Cosmetics and fragrances

Hosiery

Hair accessories

Earrings and Jewellery

Underwear and undergarments

Items on 'Sale' will only be exchanged (not refunded) for change of mind except where the item is faulty or defective.

Gift cards cannot be exchanged or refunded and will expire 12 months from the purchase date.

ONLINE REFUNDS AND EXCHANGES

Online Exchanges

If you would like to exchange an item(s) for an alternative item(s), please fill out the online Return Request form that is located within My Account under 'My Orders' prior to sending the item(s) back.

Exchanges can only be exchanged for the same value of the purchase price of the item being returned. Your items that you wish to return need to be sent back to our online returns address, enclose a postage paid self-addressed post bag (to post back your exchanged item), the returns and tax invoice (receipt). Return postage

costs will be at your expense.

If the alternative size or colour is no longer available, provided all the Returns Policy Conditions are met, a refund will be provided to you crediting your original method of payment.

Online Refunds

To obtain a refund please fill out the enquiry form on the Contact Us page and we will email you a Return Request invoice.

A refund will be provided to you crediting your original method of payment, providing all the Returns Policy Conditions are met and our warehouse has received the original item that is being returned. Cash refunds will not be provided under any circumstances.

COMPLETING A RETURNS REQUEST FORM ONLINE

Refer to the Contact Us page and fill out the enquiry form below.

Fill out the required fields and read the Returns Policy to ensure you have a firm understanding of the terms and conditions.

Once you have click submit we will then email you the Return Request invoice. This invoice must be printed and sent with the items to our warehouse in order for you to receive your return or exchange.

Once you have sent your item(s) back to our warehouse, you will then receive email updates with the status of your return or exchange.

If you purchased your item(s) as a guest within our checkout process or received your item(s) as a gift, please print off the Return Request Form and fill in the required fields and send with your parcel to the online returns address listed below along with your .PHOENIX. receipt. You will be notified by email the status of your return or exchange.

Before sending, please ensure all details on this form are correct. You will also need to write the returns number on the outside of the parcel. You will be notified by email the status of your exchange or refund.

Online Returns Requests can only be completed on the desktop site not the mobile site.

ONLINE RETURNS ADDRESS

Please send all returns to:

PHOENIX head office
Lvl 10, Northpoint,
NORTH SYDNEY 2060
AUSTRALIA