



## EXCHANGE OR FAULTY ITEMS RETURN FORM

Thank you for shopping at My Everlasting Creations. You are welcome to exchange or return items purchased online (excluding shipping charges) using the form below, providing you are within 14 days of receipt. Items must be returned in unused and unwashed condition, with any original tags attached. To return your preferred choice to you, a Postage & Handling charge will be applied once we receive the item you wish to exchange. We will contact you to process your payment, please ensure My Everlasting Creations has your best contact details. If item is deemed to have a fault, a replacement, repair or refund will be issued. Please ensure you can provide your order/ packing form.

To view our full returns and exchange policy please visit [www.myeverlastingcreations.com/terms-conditions](http://www.myeverlastingcreations.com/terms-conditions).

**Step One:** If you require an item to be held for exchange, please email us at [admin@myeverlastingcreations.com](mailto:admin@myeverlastingcreations.com)

With the following information:

- Your name, contact details and order number.
- Details of the reason for exchange and preferred replacement item information.

**Step Two:**

- Include this form when posting your item back to My Everlasting Creations. (address below)

<b>Order Number:</b>	
<b>Customer Details</b>	
Name:	
Address:	
City:	State:
Country:	Postcode:
Email:	Phone:

- Refund (Refunds can only be given on faulty items)
- Exchange (Sale items cannot be exchanged. If you choose an item of higher value, payment will be required for the difference)

ITEMS FOR EXCHANGE / REFUND		
Item Name	Reason for Return (required)	Replacement Item Name

**Send your completed form and Items to be returned to:**

**My Everlasting Creations**

27 Brennan Parade.

Strathpine, Queensland, 4500

Australia

For further inquiries please email us at [admin@myeverlastingcreations.com](mailto:admin@myeverlastingcreations.com)