

REFUND POLICY

FABRIC & MADE TO ORDER GARMENTS

Refunds*Returns*Exchanges

Mini STYLISH STITCH products purchased at full price from our website (www.stylishstitchadelaide.com.au) can be returned and exchanged within 7 days of purchase as long as they are in new, unused/unworn/unwashed condition and still have the original swing tags and packaging attached. Products need to be accompanied by the original receipt of purchase. Exchanges are available within this time if your item is faulty. **WE REGRET TO ADVISE THAT NO EXCHANGE CAN BE MADE WITHOUT ORIGINAL PROOF OF PURCHASE. NO REFUNDS ARE AVAILABLE UNLESS THE PRODUCT IS FAULTY.**

NO EXCHANGE/REFUND ON CUSTOM MADE ITEMS UNLESS ITS FAULTY.

If a garment is faulty in design or manufacturing, in all cases where possible, we will first attempt to replace the garment with a similar one, otherwise we will issue a credit note to the purchased value you paid; or provide a refund once that garment has passed our QC Testing and inspection. **RETURNS WILL NOT BE ACCEPTED FOR ANY OTHER REASON.**

Items that have been purchased while on sale can not be returned.

We cannot accept responsibility for garments that have been damaged as result of the care instructions not being followed.

We do not accept returns where the garment/s are damaged through normal wear and tear.

Colour differences are not considered to be a fault. Monitors can display colours differently. We strive to represent all our products as accurately as possible. If you have any questions regarding colours, please contact us before ordering.

Occasionally, we will sell our samples on our website. These garments will be indicated and sold at a discounted price. Our samples are not eligible for a refund as they are a test of our product.

Postage for Returns/Exchanges must be pre-paid. We cannot accept **C.O.D.** deliveries. If you would like to exchange your product because you ordered the incorrect size/colour, please ensure you include either your credit card details so that we can charge your credit card for the Post Packaging, Insurance and Freight of the replacement product or alternatively, please include an Australia Post Express Post Satchel (which is traceable) so that we can dispatch your replacement product without delay.

Securely pack and seal your items in their original condition and please send all Returns/Exchanges together with your contact details to the below-mentioned address:

If you believe an item is faulty, please contact us via e-mail at
stylishstitch81@gmail.com

We recommend returns are sent to:

STYLISH STITCH

284 Marion RD

NETLEY 5037

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Please allow two weeks from the day you return your package for your account to be credited. Customers will be responsible for shipping and handling charges. When returning goods, you must provide proof of purchase, along with the merchandise, posted to the above address.