

## ONLINE RETURNS FORM

Order reference	
Contact name	
Email	

I would like to request:

**Online Credit (Exchange)\***

**Refund**

Product Code	Colour	Size	Qty	Reason Code	Reason for return
					1. Item too big 2. Item too small 3. Item looks different to image on site 4. Incorrect item ordered 5. Incorrect item received 6. Faulty (Please specify below)

Comments

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### Conditions

For the return of Bloch online purchases you must meet the following return policy conditions:

- The item/s must be returned within 21 days of receipt
- The item/s must be unworn and unwashed in original saleable condition with all labels/tags attached

**Products purchased online may not be returned or exchanged in a Bloch store. Sale items bought on this website cannot be exchanged or refunded unless Bloch has determined that they are faulty. No rain checks. Hosiery cannot be exchanged or refunded due to hygiene reasons.**

We reserve the right to inspect garments to determine the return policy conditions are met. If the goods arrive in the appropriate condition a refund of the cost of the goods will be provided. We do not refund shipping charges.

\*If you request an Online Credit (Exchange), you will receive an online credit voucher via email so that you may place a new order online. **The cost of standard shipping will be covered by Bloch for your new order.**

You are responsible for the costs of returning goods to us. Any goods returned are your responsibility until they reach our warehouse. We will not be held liable for any goods lost or damaged in transit, therefore we recommend you use a courier or registered post through Australia Post to return the goods. Please ensure your return is correctly packaged to prevent any damage to the item/s or packaging in transit. Damaged/missing packaging will incur a 10% restock fee.

### For Faulty Goods

We reserve the right to determine whether a product is faulty and will conduct a production and quality check. A response for faulty claims will be received within 5 working days of the items arrival at the returns address. If deemed faulty, a refund of the cost of the goods will be provided. In addition the reasonable cost of returning the faulty item/s back to us will also be refunded.

If you believe your item to be faulty, please email [weborder@bloch.com.au](mailto:weborder@bloch.com.au) before completing your return.

Return address: **Bloch Online Returns  
PO BOX 302  
Rosebery NSW 1445**