

Refund Process for Struddys Apparel

With the change to Struddys the refund process is as follows:

Pre-order (Made to Order) Returns Policy

What is a pre-order online store? A store where you place an order and have to wait for the items to be manufactured before receiving your order.

We do not offer exchanges or refunds on pre-order items, as these items are made to order and therefore cannot be resold once they are produced.

All pre-order sales are final. We encourage our customers to carefully consider their purchases before placing an order.

In the unlikely event that there is a manufacturing defect or damage to the item/s upon delivery, we will gladly work with the customer to find a satisfactory solution. All claims of damage or faulty items will need to be notified within 14 days of dispatching your order.

Please note that our goal is to provide you with the best service possible, and we are always happy to answer any questions or concerns you may have about our pre-order returns policy.

Feel free to contact us at any time to know more via email: enquire@struddys.com.au

In-Stock Online Store Orders

What is a in stock online store? This is a store where the products are stored at Struddys ready for purchasing and order fulfillment.

We want you to be completely satisfied with your purchase, please take a moment to review our returns policy for in-stock items. If you are unsure if this applies to your order, please give us a call.

To be eligible for an exchange/refund:

- The garments must be a Struddys branded item/s
- Must be returned within 30 days of purchase
- The garments must be unworn, unused and in its original condition

Shipping costs will be an expense for the customer to pay (unless the garment is faulty). If returning for a refund this will be processed back to the original method of payment within 5 days after we receive the returned item/s.

Please see below process to make an exchange.

1. Post back to Struddys:

ATTN: Online Stores

Struddys

9 Aliciajay Cct,

Luscombe, Q 4207

2. Put a note in the bag stating your **Order number** and the **size** you wish to exchange for, or if you **require a refund**.
3. If you are exchanging, you must include a prepaid shipping bag for us to post the new items in.
4. Once we receive items back, we will process the refund/send the new item.

If no return bag is included, Struddys will charge \$15 to the account the original order was made from.

In the unlikely event that there is a manufacturing defect or damage to the item/s upon delivery, we will gladly work with the customer to find a satisfactory solution. All claims of damage or faulty items will need to be notified within 14 days of dispatching your order.

We want to ensure that your return process is as smooth as possible. If you have any questions or require additional assistance, please do not hesitate to reach out to us via email: enquire@struddys.com.au