



Queen Bee Returns Form

Our policy is simple - we want you to *love* what you have ordered and offer an easy return/exchange procedure below.

Need to return something?

INVOICE NUMBER _____ NAME _____

Qty	Product Code	Description	Size/Colour	Reason	Amount

Reasons	A: too big B: too small C: too short D: too long E: fabric F: doesn't suit me G: not as expected H: other	I would like a Store Credit	\$
		I would like a Refund	\$

Note:

- Returns must be received within 21 days of invoice date (28 days for international orders)
- Items must be in their original packaging and condition with tags attached
- If garments are returned to us in an unsatisfactory condition, marked and/or stained then we reserve the right to withhold a \$15 drycleaning fee per item
- There are no refunds if you change your mind and return a sale item – only store credits issued
- Late returns only accepted via special request and will receive a store credit less admin fee

How do I make an exchange?

All exchanges are processed as a new sale and a return. Should you require a different size, simply place and pay for a new order online and send your original order back to us for a refund or store credit. Due to our high turnover of stock, this process ensures that you get your new items before they sell out in the size/colour you want

When will my refund/store credit be processed?

We endeavor to process all returns the same day your parcel is received, however, due to peak times returns may be processed the next business day.

A receipt will be emailed when your return has been processed

All refunds will be credited in the original form paid. If paid via a store credit or voucher then a new one will be issued.

If you paid via a bank transfer please include your bank details to ensure a speedy refund

Account Name _____
Account Number _____
BSB _____

Where do I send my return parcel?

Please send to:

Queen Bee Returns
A2 / 15 Narabang Way
BELROSE NSW 2085
AUSTRALIA

We recommend using registered mail or express post with tracking.

Office use only	
Date Recd	
Processed By	
Notes	

Tel: 1300 773 449

Email: admin@queenbee.com.au

