

# Returns FORM



customerservice@queenbee.com.au

02 9486 3944

QUEENBEE.COM.AU

**ITEMS MUST BE RETURNED WITHIN 30 DAYS OF INVOICE DATE**  
(40 DAYS FOR INTERNATIONAL ORDERS)

- Items must be in their original packaging + condition, with tags attached.
- Our products are very precious to us, so we inspect all items upon receipt.
- Late returns and items that are not in their original condition, will be returned back to you.
- There are no returns on underwear briefs, hosiery, teas, skincare and other personal care products.
- Any bundles must be returned as a complete set only.

## 1. TO MAKE A RETURN ORDER NUMBER: \_\_\_\_\_

QTY	PRODUCT CODE	DESCRIPTION	SIZE / COLOUR	REASON	AMOUNT PAID

### REASONS:

- A = TOO BIG
- B = TOO SMALL
- C = TOO LONG
- D = TOO SHORT
- E = FABRIC
- F = DOESN'T SUIT ME
- G = NOT AS EXPECTED
- H = OTHER

### I WOULD LIKE A:

please tick

STORE CREDIT \$

REFUND \$

*~ returned clearance sale items will receive a store credit only, store credits are valid for 12 months*

## 2. TO MAKE AN EXCHANGE

- Simply return your item back to us, then use a store credit to place a new order
- Need it fast? Simply pay for a new order online and send your item back for a refund (excluding clearance sale items) within 30 days.

## 3. POST YOUR RETURN



Enclose this form inside your return parcel

QUEEN BEE RETURNS  
A2 / 15 NARABANG WAY  
BELROSE NSW 2085 AUSTRALIA



Australian customers may use our return shipping fee link here:

[https://return.auspost.com.au/QUEEN\\_BEE](https://return.auspost.com.au/QUEEN_BEE)

### WHEN WILL MY RETURN BE PROCESSED ?

- We endeavour to process all returns the same day your parcel is received
- All refunds will be credited in the original form paid
- If paid via a voucher/credit then a new store credit will be issued
- Your bank may require 3-5 business days to clear the funds into your account

OFFICE USE ONLY

DATE RECEIVED :

PROCESSED BY:

NOTES:

*thanks for shopping with queenbee*