



RETURNS form

CUSTOMERSERVICE@QUEENBEE.COM.AU

OFFICE USE ONLY

DATE RECEIVED:

PROCESSED BY:

NOTES:

1. TO MAKE A RETURN enclose this form inside your return parcel

RETURNS MUST BE RECEIVED WITHIN 21 DAYS OF INVOICE DATE
(28 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.

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

We recommend returning your item back to us, then using a store credit to place a new order.
Need it urgently? Simply pay for a new order online and send your item back for a refund (excluding clearance sale items) within 21 days.

3. WHEN WILL MY RETURN BE PROCESSED?

- > we endeavour to process all returns the SAME DAY your parcel is received
- > 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 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
- > shipping fees incurred are not refundable

> If you paid by bank transfer please fill in your details here to process your refund

BANK ACCOUNT DETAILS

NAME:
BANK:
BSB:
ACCOUNT NUMBER:

4. POST YOUR RETURN

thanks for shopping with Queen Bee!

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



Australian customers may use our flat rate \$8.95 return shipping fee link here:
<https://returns.auspost.com.au/queen-bee>