



# GOODS RETURNS FORM

1. If you wish to return an item(s) please first read our online returns policy at <http://www.loandcointeriors.com.au/returns-exchanges/>
2. To qualify for a refund, item(s) must be returned within 30 days of receiving your order.
3. Please return your item(s) in its original condition and in the original unmarked packaging supplied (including boxes, mounting hardware, fixing screws and accessories and protective wrapping). Any item(s) returned without packaging cannot be accepted.
4. Please ensure you package the item(s) extremely well, as any damage in transit will be the responsibility of the customer. Refunds will not be given for products returned in unsaleable condition.
5. Please complete and include this returns form, along with your original invoice and send to:

Lo & Co Interiors  
 227 Gilbert Street  
 Adelaide, SA 5000

## YOUR INFORMATION

Order Date	
Order Number	
Name	
Phone	
Email	

Qty.	Product Code	Description	Reason Code	Reason for Return
				1. Damaged
				2. Poor quality / faulty
				3. Doesn't suit
				4. Item not as expected
				5. Incorrect Item received
				6. Other

## IMPORTANT INFORMATION:

1. Refunds will be issued in line with our returns policy found at: <http://www.loandcointeriors.com.au/returns-exchanges/>
2. Returns can take up to 7 working days to get back to us. Please allow a further 5 business days for the processing of returned items.
3. Please retain a proof of postage until we've confirmed your refund has been completed. We will send you an email to let you know once your refund has been made.
4. Shipping costs for returned item(s) are the responsibility of the customer and are non-refundable.
5. Please note, we do not offer exchanges. If you would like a different product, we encourage you to place a new order through our website.

## EXCLUSIONS

1. No returns on sale items for change of mind.
2. We do not offer refunds on trade orders. Please email us at [hello@loandcointeriors.com.au](mailto:hello@loandcointeriors.com.au) if you wish to change a trade order.

Please feel free to email us at [hello@loandcointeriors.com.au](mailto:hello@loandcointeriors.com.au) or call us on (08) 7200 3203 if you have any queries or concerns.