



Gorman hopes you love your new purchase. However if something is not quite how you imagined, we are happy to offer a refund / exchange or a 110% online credit (can only be offered on items purchased at full price). This must be completed **within 21 days** of receiving your order. Alternatively, you can exchange your online purchase at any of our boutiques (excluding David Jones). No refunds or credit can be provided in store.

Step 1

- Item/s must be returned within 21 days of receiving the product
- Item/s must be unworn and unwashed in original saleable condition with all labels / tags attached
- The tax invoice / proof of purchase (ie purchase confirmation email) must be provided as proof of purchase.

Step 2

- Send your item(s) and the completed return/exchange form to:

Gorman Online Returns

61 Church St

Abbotsford

Victoria 3067

Step 3

- We recommend shipping the package through a tracked service. Gorman cannot replace items that are lost during return shipment.

How long does the process take?

Once your item is received, we aim to process your return / exchange within 7 business days. During peak season / sale times it may take up to 10 days.

Once we receive your parcel, our team will email you to let you know that it has reached us.

Please keep in mind

In absence of any fault, we do not exchange or refund hosiery, cosmetics, hair accessories, earrings, underwear or swimwear.

Exchange for alternative item(s)

If you would like to exchange your item, please return it back to us with a self addressed post bag (If this is not included, postage fee will be charged to the credit card that was used for the original purchase). Please specify which alternative item(s) you would like instead.

Your exchange will be shipped upon availability. We will email you with a tracking number once your item has been dispatched. In the event the item you request is sold out, we will provide you with an online credit.

Refund

A refund will be applied back into the credit card used for the original transaction. Cash refunds will not be provided under any circumstances.

International Returns

Gorman will not credit customs and duties paid on your order; this must be pursued by customers within their own jurisdictions.

Further information

If you have any questions, please email us at gormanonline@gorman.ws, alternatively, you can call us on 03 8420 0336.



Your request:

Order number:

Customer name:

Contact number:

Email:

Postal address:

I would like an:

Exchange / Online credit / 110% Online credit (only on items purchased at full price) / Refund

Please select:

☐

I have included a prepaid parcel bag

☐

Please charge my credit card for the extra shipping incurred (Australia post express \$10.00)

☐

Please charge my credit card for the balanced owed from this exchange

Items you have returned:

Product Name	Reason for return	Colour	Size	Price \$
Total				

Place new order here: (exchanges only):

Product Name	Colour	Size	Price \$
Total			

Comments: