
RETURNS & EXCHANGES

Fourfontaine.com returns policy

Fourfontaine.com guarantees all products purchased from our online store to be free from defects. We will gladly replace defective items or issue a refund for any defective items you wish to return.

If you're not satisfied with the fit, quality, colour or size of an item, don't hesitate to return it and choose any item in another size or colour. We will gladly exchange any item that you are not completely happy with. (See more information on how to return items and a copy of our returns form inside your parcel)

Limitations to the returns policy

- * Items purchased from our "Weekend steals" cannot be returned unless defective.
- * Items must be returned within 15 days of purchase.
- * Swimwear, underwear, bodysuits, homewares and grooming products cannot be returned unless defective
- * Items that have been laundered or altered in any way cannot be accepted for exchange or return
- * Items must have all the original tags attached, and must show no signs of being worn.

How to make a Return or Exchange

If you wish to return or exchange an item for any reason besides the product being defect, then you will be responsible for a small \$5.95 (NZD) re -stocking fee (Per item).

All you need to do is complete the return form included with your order (And with this form), remembering to indicate clearly the style, colour and size of your desired replacement. Shop the item/s back in any box / satchel, we recommend using a carrier that provides tracking as Fourfontaine.com is not responsible for any items lost in the post.

How to return a defective item

If your order either contains the wrong item/s or defective items, we will not only refund \$10.00 (NZD) to your credit card to cover your return shipping charges, but will send out the replacement/s free aswell.

All you need to do is complete the return form included with your order (And with this form), remembering to indicate clearly the style, colour and size of your desired replacement. Shop the item/s back in any box / satchel.

For help contact Fourfontaine.com customer service:
E: info@fourfontaine.com
PH: +64 9 379 3930
www.fourfontaine.com

What happens if you request a refund

When the returned item is received (Along with a completed returns form), the value of your returned item will be credited back as soon as our returns department has completed processing your return (Usually within a week).

For a defective item you will be refunded your garments total value + Your original shipping fee + \$10.00 (NZD) to cover your return shipping charges.

For a standard return you will be refunded your garments total value - the original shipping fee - \$5.95 (NZD) re-stocking fee per item.

What happens if you request a replacement

When the returned item is received (Along with a completed returns form), we will process a new order for your replacement item/s within 48 hours.

For a defective item, you will be refunded \$10.00 to the credit card used on your original purchase (To cover your return postage), we will process and ship your replacement item FREE of charge within 48 hours.

For a standard exchange, the credit card provided on your exchange form will be charged a \$5.95 (NZD) re-stocking fee, we will process and ship your replacement item FREE of charge within 48 hours.

RETURN FORM

If you wish to return or exchange any portion of your order, please complete this form and include it with your return shipment.

For more information on the returns process and limitations to the returns policy please read the "Returns and exchanges" sheet provided with this return form.

NAME: ORD#: PH:

	SKU code:	Description:	Colour:	Size:
Current item:	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Select one:	<input type="checkbox"/> Please replace / exchange	<input type="checkbox"/> Please refund me		
Select one:	<input type="checkbox"/> Didn't like it	<input type="checkbox"/> Didn't fit me	<input type="checkbox"/> Wrong item	<input type="checkbox"/> Defective
Replacement item (If Applicable):	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

	SKU code:	Description:	Colour:	Size:
Current item:	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Select one:	<input type="checkbox"/> Please replace / exchange	<input type="checkbox"/> Please refund me		
Select one:	<input type="checkbox"/> Didn't like it	<input type="checkbox"/> Didn't fit me	<input type="checkbox"/> Wrong item	<input type="checkbox"/> Defective
Replacement item (If Applicable):	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

	SKU code:	Description:	Colour:	Size:
Current item:	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Select one:	<input type="checkbox"/> Please replace / exchange	<input type="checkbox"/> Please refund me		
Select one:	<input type="checkbox"/> Didn't like it	<input type="checkbox"/> Didn't fit me	<input type="checkbox"/> Wrong item	<input type="checkbox"/> Defective
Replacement item (If Applicable):	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

NOTE: The replacement item you select may not always be available still, so we suggest checking online to see if you can add that garment / size / colour to your bag, and if not then the style is most probably sold out and will not be available as a replacement.

CREDIT CARD DETAILS:

- If you wish to exchange an item for any reason besides the product being defect, then you will be responsible for a small \$5.95 (NZD) re-stocking fee (Per item). And hence your credit card details **ARE** required below.
- If you wish to return any item for refund for any reason besides the product being defect, then your credit card details **ARE NOT** required below, the credit card with which you made your original purchase will be refunded your purchase amount minus your original shipping fee and a \$10.00 (NZD) re-stocking fee.
- If you are returning a defective item for refund then your credit card details **ARE NOT** required below, your full purchase amount including shipping charges will be refunded to your card.
- If you are returning a defective item for an exchange then your credit card details **ARE NOT** required below, \$10.00 (NZD) will be refunded to the credit card you made the purchase on to cover your return postage. We will then send the replacement item free of charge.

Name:	<input type="text"/>		
Card type:	<input type="text"/>	Card #:	<input type="text"/>
Expiry date:	<input type="text"/>	CSV #:	<input type="text"/>

NOTE: The replacement order will be sent to the same address as the original order, if you want to change this then please contact our customer support team via email info@fourfontaine.com

Cut here and use the lower portion as your address label



TO:
FOURFONTAINE.COM
Attn: RETURNED GOODS
OFFICE 3F / LEVEL 3
CANTERBURY ARCADE BUILDING
47 HIGH ST
CENTRAL AUCKLAND
NEW ZEALAND

FROM:	
Name:	<input type="text"/>
PH:	<input type="text"/>