

SCODY ONLINE ORDERS RETURN FORM

To help us quickly process your return, please clearly fill out the details below.

ORDER AND CONTACT INFORMATION		SHIPPING ADDRESS
ORDER ID		
NAME		
EMAIL		
MOBILE		

STYLE CODE	ITEM DESCRIPTION	SIZE	QUANTITY	REFUND OR REPAIR

COMMENTS AND REASON FOR RETURN

Scody Customer Service Details:

SCODY ONLINE RETURNS
2A Staple Street; Seventeen Mile
Rocks; QLD 4073; Australia



www.scody.com



+61 (0)7 3193 2100



NEED TO RETURN AN ITEM?

MOST SCODY PRODUCTS ARE MADE TO ORDER

Most products are manufactured after your order. This provides you with choice and a full-size range. Where you need to exchange, be aware that the new garment must often be made, and this can add 2 or 3 weeks to the exchange process.

RETURNS

You will need to cover the freight back to us.

At SCODY we have a money back guarantee on our NON-SALE retail garments. The item might not be as you expected, or it may not fit as you expected, or you may just have changed your mind. No problem - you may return it. Simply contact us to let us know what is being returned and why it is being returned and then send the item back to us. If we receive the item unused, with the original tags in place, within 30 days of purchase we will issue a refund.

Retail items that are on sale may not be returned. Personalised garments may not be returned. Custom made garments including those purchased in a private online shop or a club 24/7 shop may not be returned.

All that we ask is that the goods are returned to us in their original condition so that they can be re-sold. If they have been damaged by you, or have been damaged through use, we will not be able to accept their return.

IN-STORE REFUND OR EXCHANGE

- 1 – Bring your item into Scody with the original order number
- 2 – Once the returns policy has been met, we can offer you an exchange on the spot (from what is available) or we can process a refund. The refund will take a few business days to appear back into your account.

RETURN BY POST

- 1 – Make sure you meet the return terms and conditions
- 2 – Complete the returns form (back of this page).
- 3 – Pack your item for return including this form
- 4 – Once received we'll process the refund.
- 5 – If the item returned does not meet our returns policy, we will contact you and your order will be sent back to you.

EXCHANGES

Simply return the garment you don't want for refund and purchase the garment you want instead. We are unable to process direct exchanges.

REPAIRS

Please send photos of the issue to info@scody.com together with the date of purchase and we will let you know if you can send back to us for repair or replacement. If we authorise the return for repair, please complete this form and sent the repair and the form to us. Refer to our policy on damaged garments <https://www.scody.com/content/69-damaged-garment-policy>