RETURNS

CLOTHESHORSE FASHION AGENCY has a system in place for returning faulty garments, enabling us to assess faulty items and apply any appropriate credits in the most efficient manner.

▪ We request for all our to clients to inspect garments upon arrival and to notify us of any immediate faults within 14 days of delivery.

▪ All returns need to be requested via email to stock@clotheshorse.net.au

▪ All returns must be accompanied by an RA number and a completed returns claim form.

When requesting an RA#, please include the following details:

1. Style code

2. Description of fault and supporting imagery

3. Number of units

Upon review, you may then be provided with a returns authorisation number and returns claim form. Once an RA# has been issued, please return the faulty garments via standard shipping to the following address with your completed returns claim form enclosed:

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CLOTHESHORSE FASHION AGENCY
ATTN: RETURNS DEPARTMENT
RA# _____
UNIT 1/160 EDWARD STREET
PERTH, WA 6000
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Clotheshorse Fashion Agency will not accept any returns without an authorisation number and stock will be returned to you at your own cost.
Please also note, that all returns are subject to assessment by our returns team and supplier approval.

We thank you for your co-operation!

CLOTHESHORSE FASHION AGENCY
RETURNS CLAIM FORM

NAME OF BOUTIQUE: RA#:   DATE:

INVOICE	STYLE CODE	QUANTITY	*FAULT

PLEASE CHECK:

☐ Has the garment(s) been worn?

☐ Does the garment(s) have the original swing tags?

☐ Has the fault been marked on the garment(s)?

POSTAGE:

Please return the garment(s) to the agency by standard post. Express Post frieght charges will be incurred at your own cost.

CLOTHESHORSE FASHION AGENCY
ATTN: RETURNS DEPARTMENT
RA# _____
UNIT 1/160 EDWARD STREET
PERTH, WA 6000

FORM COMPLETED BY _____

*Please describe the fault and also mark the exact location on the garment with a pin & paper/tape on each individual garment