

MARCS®

NEED TO RETURN SOMETHING? IT COULDN'T BE EASIER.

WE OFFER FREE RETURNS TO ANY OF OUR AUSTRALIAN MARCS STANDALONE STORES.
WE ALSO OFFER FREE RETURNS BY POST WITHIN AUSTRALIA.

We'll gladly accept returns within 30 days of receipt, any item purchased from the Marcs online store that has not been worn or altered and is accompanied by its original price tag and receipt. For our full returns policy please visit <http://www.marcs.com.au>Returns--Exchanges.html>. Please also view our 'Things to remember' section overleaf for more information.

RETURN ITEM(S) BY POST FOR FREE WITHIN AUSTRALIA

We offer free returns by post for all online orders delivered within Australia.

To ensure your parcel is returned back to us safely and securely, you can choose from two convenient options:

- **Drop off at a ParcelPoint location** - There are hundreds of ParcelPoint locations across Australia, including supermarkets, newsagents, pharmacies and convenience stores, many of which have extended opening hours and are open 7 days a week.
- **Returns by Australia Post** - Drop off at a post office (for a more efficient tracking process) or drop it into a nearby post box.

1. Complete the Returns Forms overleaf (alternatively you can print a copy from our website)
2. Package your item(s) securely into the original parcel packaging or suitable new packaging. Please ensure you include your order receipt (original or copy).
3. Visit <http://parcelpoint.com.au/marcs/return> and follow the prompts on the screen:
 - Enter your order number (which can be found in the 'My Account' section of the website, or on your order confirmation email).
 - Select the reason for the return.
 - Click on the relevant tab to send your parcel back to us via either Australia Post or a participating ParcelPoint store.
4. Download and print off the returns label and attach it to your parcel. Please ensure you cover (or remove) any old labels. Whichever method you choose you will receive an email confirmation with your tracking information. Once we have received your returned item(s) we will send you an email as confirmation.

TRACKING YOUR RETURNS PARCEL

If you dropped your parcel off at a ParcelPoint location, visit <http://parcelpoint.com.au/track> and enter your 'ParcelPoint Reference' number, which is located in the 'Proof of Lodgement' confirmation email.

If you elected to return your parcel back to us by Australia Post visit <http://auspost.com.au/track/track.html> and enter your parcel tracking number, this will have been emailed to you by Australia Post upon lodging your return over the counter at Australia Post.

RETURN ITEM(S) BY POST FROM OUTSIDE AUSTRALIA

We currently do not offer complimentary returns on orders delivered outside of Australia. International orders must be returned by post. We regret that international purchases are unable to be returned to one of our stores.

1. Print and fill out the Online Returns Form from the returns and exchanges section of the website.
2. Pack your items into the original packaging (or new packaging) and ensure you include the original receipt and this completed returns form.
3. Post the parcel back to the following address: **Marc's Online c/o Williams Fashion Logistics, 69 – 73 Gow Street, Padstow NSW 2211**

Please Note: To ensure the safe return of your parcel back to us we recommend you use a trackable postal service as proof of return. Once we have received your item(s) we will send you a confirmation by email. If you have requested a refund please allow up to 2 weeks from the confirmation date for your account to be credited. Refunds will be processed in \$AUD.

RETURN ITEM(S) TO AN AUSTRALIAN MARCS STANDALONE STORE

To return or exchange an item in store, please take your item(s), receipt and payment card into any Marcs retail store (excluding outlets and our concessions in Myer and David Jones). Please ensure you take the original card you paid with online. If you paid by PayPal you will be refunded back to a credit or debit card.

Please Note: We are unable to process refunds in person at our head office or online store.

Please complete as much information as possible.

MARCS®

We'll gladly accept returns of any item purchased from the Marcs online store that has not been worn or altered and is accompanied by its original price tag and receipt. Items must be returned within 30 days of receipt of your online order. For our full returns policy please visit <http://www.marcs.com.au>Returns--Exchanges.html>.

ORDER NUMBER

(You can find this on your order confirmation email or the 'My Account' section online when you sign in)

VIP NUMBER

(This can be found on the receipt)

FIRST NAME **LAST NAME**

ADDRESS

SUBURB / CITY **STATE** **POSTCODE**

COUNTRY

DAYTIME CONTACT NUMBER

| STYLE NUMBER | SIZE | COLOUR | QUANTITY | ADD REASON CODE * |
|--|------|--------|----------|---|
| Example: E123-14W-5768 <small>You can find this 10 or 11 digit number on the swing ticket and on your receipt</small> | 14 | Blue | 1 | <input type="text" value="2"/> |
| | | | | <input type="text"/> |
| | | | | <input type="text"/> |
| | | | | <input type="text"/> |
| | | | | <input type="text"/> |
| | | | | <input type="text"/> |
| | | | | <input type="text"/> |
| ANY ADDITIONAL COMMENTS YOU WOULD LIKE TO MAKE (OPTIONAL): | | | | * REASONS FOR RETURN: |
| | | | | <ol style="list-style-type: none">1. Isn't the right fit for me2. Doesn't suit me3. Ordered more than one size4. Not as pictured5. Incorrect item received6. Arrived too late7. Damaged |

THINGS TO REMEMBER:

- All full priced items purchased online or can be returned in person to our stores or by post for a refund.
- We are happy to provide a credit note only for SALE items purchased online that are being returned for change of mind reasons (including unsuitable size purchased)
- We will provide a refund on any full price or SALE item that is faulty or not as described.
- Any items returned to us must be in their original condition – returned items that are damaged, soiled or returned without their original labels may not be accepted and may be sent back to the customer.
- When trying on clothing, please ensure that you are not wearing any fragrance, make-up or deodorant that may leave a scent or mark.
- The receipt you received from us with your original order must be included in the package that you return.
- Refunds will be credited to your original method of payment. Refunds will be processed in \$AUD.
- We are unable to process refunds in person at our head office or the online store.
- You can return your item(s) to us by post, through our boutiques or via international post/courier.
- We cannot offer returns on pierced jewellery, underwear, hosiery or swimwear if the hygiene seal is removed, unless they are of unsatisfactory quality or unfit for purpose.

If you have any questions or concerns please contact our customer care team on 1800 688 290 (toll free in Australia) or +61 2 8080 9041 Monday to Friday, between 9am and 5pm EST, or email customer@marcs.com.au.