

NOT QUITE WHAT YOU WERE AFTER?

DON'T WORRY, RETURNS ARE EASY!

HOW TO MAKE A RETURN VIA POST

1.



Complete this form

Fill out the reverse of this form, including the following details:

- Your name and email address
- Item code, description and Transaction ID
- Size
- Quantity
- Reason for return

2.



Pack your item(s) for return

- Don't forget to include this form.
- Address your package to:
Cotton On Online Returns
16509 Trojan Way
La Mirada, CA 90638.
- Purchase postage and drop your package back to your nearest post office/box.

Items cannot be exchanged via post.

Items can only be exchanged in-store.

3.



Processing

- Once we receive your package, we'll check the item(s) to see if our returns policy has been met.
- Once approved, we'll process the refund and notify you via email. The refund will appear in your bank account within 3 – 5 business days from the date of processing (depending on your bank)
- If the item returned does not meet our Returns and Exchange Policy, we will contact you and your order will be sent back to you.

HOW TO MAKE A RETURN IN-STORE

1.



Drop in

Take your item(s) to a Cotton On Group store in the USA that stocks the brand of the item(s) you'd like to return.

2.



Provide proof of purchase

Don't forget to bring the following:

- The packaging slip included in your order
- The tax invoice emailed to you

3.



Processing

Once the returns and exchange policy has been met, we'll offer you a refund or an exchange in-store, on the spot.

THE FINE PRINT: OUR RETURNS AND EXCHANGE POLICY

General

- Items can only be exchanged in-store. Items cannot be exchanged via post.
- Items purchased in-store must be returned in-store and not via post.
- Shipping costs will not be refunded if there are other items listed on the original invoice that are not being returned.
- Cotton On, Cotton On Kids, Cotton On Body, Rubi & Typo are separate businesses. Products can only be returned to a Cotton On Group store that stocks the brand of the product you wish to return.

Change of Mind

If you change your mind about the products you have purchased from us, we will refund

the purchase price or exchange those products in the country in which they were purchased subject to the following conditions:

1. Item(s) must be returned within 30 days of purchase, together with proof of purchase.
2. Item(s) must be unworn, unwashed, or otherwise unused with all original tags/labels attached.
3. Swimwear, underwear, earrings and cosmetics cannot be returned or exchanged.
4. Giftcards, sale, clearance and seconds items are not eligible for a refund or exchange.

If you request a refund, the purchase price (excluding delivery charges for online) will be

refunded to you using the original payment method once we have received the returned item back and confirmed that it meets conditions 1-4 above. You are responsible for any costs associated with returning the item to us including any currency conversion and/or local or international taxes.

Faulty

If an item is faulty, wrongly described, or different from the sample shown then we will meet our legal obligation which may include refunding the purchase price and delivery charges, or providing a replacement product provided the item is returned within a reasonable time with proof of purchase.



COTTON:ON®

COTTON ON
KIDS

free
by COTTON ON

COTTON:ON
BODY



Typo

COTTON ON
FOUNDATION

RETURN FORM

To help us quickly process your return, please clearly fill out all the details below and we'll look after the rest!

NAME: _____

EMAIL: _____

DATE SENT: _____

TRANSACTION ID: **0836** _____

OTHER: _____

ITEM CODE	ITEM DESCRIPTION	SIZE	QUANTITY	REFUND REASON CODE


REFUND REASON CODE:

B - Too big
S - Too small
D - Defective / faulty
F - Not what I expected


C - Not the colour I expected
J - Didn't like it
G - Returning gift
I - Item damaged in shipping


W - Wrong item delivered
L - Delivered too late
O - Other

CUSTOMER SERVICE CONTACT DETAILS:

 **NEED HELP?**
HELP-US.COTTONON.COM

 **888 719 9755 (US)**

 **CUSTOMER SERVICE
OPERATING HOURS**
9AM - 6PM PST
MONDAY - FRIDAY

 **COTTON ON ONLINE RETURNS**
16509 TROJAN WAY
LA MIRADA, CA 90638

