

Our exchange and return policy

Date: _____

By completing this form, you have understood that Belanci will gladly offer an online credit voucher (valid for 12 months) due to the following reasons,

- 1 Incorrect size
- 2 Incorrect order – style, colour and material
- 3 Change of mind – goods must be in its original condition and packaging with proof of Purchase no later than 14 days from the original purchase date.

Any refund/exchange request will be subject to review, and is not guaranteed. Otherwise Belanci is always happy to issue a credit voucher of the same value.

At Belanci we issue an online voucher for the incorrect size, or change of mind within a 14 day period, as long as the items purchased haven't been damaged or worn.

We do not refund due to change of mind or incorrect sizes.

Belanci will issue a credit voucher valid for 12 months in the event that the good(s) purchased are faulty due to manufacturing faults, this will be subject to review on return of the item.

All expenses incurred due to the return of good(s) will be the responsibility of the customer. Belanci is happy to cover costs associated with replacement of good(s).

All good(s) must be received first before any credit note can be issued. Please note that purchases made online cannot be returned to our stockists.

Belanci cannot take any responsibility for any damages or loss incurred during the delivery process.

Please note issue of credit notes have a turnaround time of approximately 7 working days.

Please be advised exchange/return form must be completed in full before your request will be considered. Please email your request "attention: online exchange/return" to info@belanci.com prior to sending product back to us.

Name _____

Order Number _____ **Date of purchase** _____

Address _____

Preferred contact method: _____

(Home) _____ **(Work)** _____ **(email)** _____

Best contact time _____ **am/pm (EST-Sydney)**

Please circle one of the following:

Option 1 - I would like to request an exchange of my Belanci shoe purchased within the last 14 days to :

- **Style** _____
- **Size** _____
- **Colour** _____

I understand that Belanci will try their best to accommodate this however it is subject to stock availability. I acknowledge that if my choice of product is not available, I will receive a credit voucher of the same value valid for 12 months.

Option 2- I would like an online voucher issued in my name:

Full name _____

OR Option 3- I would like to request an assessment of this shoe for a refund as I believe it is due to a manufacturing fault. I understand that Belanci reserves the right to reject any returns not relating to this:

Please write a brief description

Belanci endeavours to address all emails in a timely manner and we appreciate any feedback/suggestions you may have.

Thank you for shopping at www.belanci.com we hope to see you again soon!