



ONLINE RETURNS FORM

ORDER NUMBER:

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Wanting to return your item?

We want to make sure that you're happy with your item(s), so we will gladly exchange, online store credit or refund your item(s) if you change your mind. For more information, please visit our FAQs online.

So that we can accept your return we just need:

- Item(s) unworn in original packaging and both in resalable condition.
- Item(s) unwashed/unaltered and with original tags.
- Lastly, we just ask that the item(s) are returned and received within 30 days of your original order date.

Once your item(s) has been received, we aim to process your return within 2-3 business days. Please allow 7-10 business days for a refund to be received into your method of purchase from date of receipt at depot.

Return postage costs will be at your own expense (excl. faulty items), however if the item(s) you wish to return is faulty or not as ordered contact office@spika.com.au or visit our Contact Us page before posting your return.

When returning an item for exchange please include a pre-paid satchel with your item(s) so that we can send your exchanged item back to you. If no satchel is provided you will be contacted to process payment for your exchanged item(s) postage.

*Please note, if you opt for store credit, you will need to have/create a Spika.com.au account to receive an online store credit. The credit will be available online in your account once the return has been received and processed. This will be available for you upon checkout.

SHIP TO NAME:

I WOULD LIKE TO

Exchange

Refund

EMAIL ADDRESS

REASON CODE: 1. TOO SMALL 2. TOO BIG 3. CHANGE OF MIND 4. INCORRECT ITEM 5. ITEM NOT AS DEPICTED 6. FAULTY GOODS*

QTY	SKU / STYLE CODE	COLOUR	SIZE	REASON CODE	EXCHANGE QTY	EXCHANGE ^o SKU / STYLE CODE	EXCHANGE ^o COLOUR	EXCHANGE ^o SIZE

* If the item(s) you wish to return is faulty or not as ordered, please contact us before posting your return.

^oExchanges are only available to Australian shoppers and is subject to availability, we recommend checking our online store. If the incorrect size was originally purchased we will happily exchange for a different size of the same product if it is available.

(Clearance items cannot be returned for change of mind)

CHANGE ADDRESS:

Should you wish to change the address your order was originally sent to, please fill out the below.

STREET ADDRESS:	SUBURB:	POSTCODE:
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Completing an Online Returns Form

Fill in the required fields above and send with your parcel to the online return address listed.

For more information on our returns policy please see spika.com.au/refunds-returns-policy on our website, visit our Contact Us page or email: office@spika.com.au to get in touch with our team.

Please send all returns to:

<p>Spika Australia Returns 39 Colemans Road Carrum Downs, Victoria, 3201 Australia</p>
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