



Returns Form

We happily accept all returns as we want all our customers to be thrilled with all purchases from Fourth Crusade.

It is important though that returned items must be sent back unused, in their original condition, in their original box and must be post-marked within 7 days of receipt. Items must be packaged to prevent damage on the return trip. Please note that shipping and gift wrapping costs cannot be refunded.

You will need to pay the return shipping costs unless the item(s) sent were not what you ordered or were damaged in transit, in which case we will make alternate arrangements with you. If this is the case, please email us at enquiries@fourthcrusade.com.au.

Name: _____

Address: _____

Order No. _____ Date of Purchase: _____

Item(s) being returned	Quantity	Reason for Return
_____	_____	_____
_____	_____	_____
_____	_____	_____

Examples: size too small/big, colour not as expected, description on boutique website was unclear, wrong or damaged items. Please provide as much detail as possible .

How to return your item:

1. Contact Fourth Crusade within 3 days of receiving your item.
2. Package the items in a shipping box that will prevent damage in transit. We suggest packaging similar to what you received the items in originally. Include the jewellery, its original box, and this return form. Fourth Crusade takes no responsibility for goods that are returned but become lost or not delivered to us. If you are concerned about loss or damage in transit you may consider adding tracking and insurance.
3. Within 7 days of receiving them, send the item(s) to:
Fourth Crusade Returns
PO Box 2915
Fitzroy, VIC, 3065
Australia.
4. Upon receipt of the item(s) we will process your refund (minus shipping costs) to the credit card account used for the purchase.

Please note we cannot accept returns on custom orders.