

DATE	ORDER NUMBER	YOUR NAME	EMAIL

FREE & QUICK RETURNS IN STORE: Enjoy easy and free returns in store!

Return an online purchase for FREE at any one of our stores
(excludes kidswear, accessories and non-returnable items).

QTY	SKU	PRODUCT NAME	SIZE	COLOUR	PRICE	REFUND* on full price only	ONLINE CREDIT	RETURN REASON

Return Reasons & Codes

Too big	1
Too small	2
Doesn't fit properly	3
Doesn't suit me	4
Looks different to image on site	5
Quality not as expected	6
Ordered more than one size	7
Arrived late	8
Incorrect item received	9
Package damaged in transit	10
Faulty (please specify fault below)	11

Fault description _____

COMMENTS _____

Return an item within 30 days of shipment if the item is unused with the original tags still attached; and in the original packaging which must be in the original condition. Sale items (discounted at 50% off or over) can only be returned for an online credit. Unfortunately, we're unable to assist with exchanges at this point in time. Please note: We cannot process refunds to American Express.

Returns policy details:

- The 30 day returns date will start from the date of shipment
- All labels must be attached to product (including the care instructions, size tags, and barcode)
- The product has not been washed or worn (except to try on for size)
- The product has not been soiled or damaged (this includes products that smell of perfume, smoke or items marked with fake tan, make up or pet fur)
- The product has not been altered by you in any way
- Please note that kidswear cannot be returned instore as they are only available online
- There are no returns or exchanges on make-up, makeup tools, pierced jewellery, headphones, underwear, pantyhose, stockings, bodysuits/ leotards, swimwear, facemasks, hand gel, hair accessories, hats, pillows, nail accessories, and drinkware. This merchandise is final sale and cannot be refunded, exchanged or credited unless there it meets the statutory rights outlined by the ACCC
- All accessories, bags and shoes (including sunglasses, handbags, shoes and stationery) can only be returned to our online warehouse, they cannot be returned in stores
- If you are returning an item that is part of an offer such as a 2 for 1 or buy one get one free, the refund amount will reflect the price you have paid on this offer and not based on the original price of the item/s individually

Returning to stores:

- Please note that kidswear cannot be returned instore as they are only available online.
- Online Exclusive styles (excluding kidswear, accessories and non-returnable items) purchased online can be returned to any Ally Fashion Retail Store for a refund, credit voucher or exchange
- Sale product (discounted at 50% off or over) may be returned for an exchange or credit voucher only
- If purchased via Afterpay or Zippay you may return to any retail store for a credit voucher or an exchange
- If purchased via Laybuy you may return to any Ally Fashion retail store for an in-store credit voucher only
- If purchased via PayPal or credit card, you may return to an Ally Fashion retail store for a refund, in-store credit voucher, or exchange

Returning to online HQ:

- Fill out this return form
- Repackage your items and enclose this form and order invoice
- Post the parcel back to us. Ally is not responsible for the return costs

Ally Fashion Online HQ
1A Hordern Place
Camperdown
NSW 2050
Australia