



Need Help?

Call: +61 8 8259 1007

Email:

customerservice@rmwilliams.com.au

Name:

Email:

Order #:

Invoice #:



If you are not happy with your order for any reason, we'll be happy to take the goods back as long as they are unworn and they still have the labels attached within **30 days** of receiving your order. Please complete and enclose this form with your returned goods and your reason for a refund or exchange.

REFUNDS

SKU	REASON	SIZE	QTY

EXCHANGES

SKU	REASON	EXCHANGE TO	SIZE	QTY

IMPORTANT NOTES

- All returns should be sent back to us in their original packaging provided.
- The item(s) should be returned unworn and in perfect condition, with all R.M. Williams garment tags still attached. Returns that are damaged, soiled or returned without their original tags may not be accepted and may be sent back to the customer.
- Footwear should be returned unmarked and in their original and undamaged packaging as this is considered part of the product.
- Due to the individual nature of MTO and Bespoke purchases, once your order has been placed, cancellations or amendments cannot be accepted.
- Bespoke and Made to Order products are non-refundable.
- Please make sure that the returns form is enclosed with your goods - no form may result in your return not being processed.
- Before your parcel leaves our warehouse, it is fully checked and controlled by our packing team. If you receive an item which is damaged, please contact Customer Service immediately.
- We are not responsible for the return shipping costs of the items.
- Please make sure all returned items are well packaged, so as not to be damaged in the post.
- We cannot take responsibility for items damaged or lost in the return transit.
- Items will be refunded to the original payment method.
- Exchanges are subject to availability if the size you requested is unavailable a refund will be processed.