

order + exchange policy



e design policy:

• SIZING

Please refer to the SIZE CHART (found on the clothing page) for more information about the fit and construction of the required item(s). This insures the clothing you are ordering fits you how you want it to!

• TO PLACE AN ORDER

Simply email elissa.lawrence@gmail.com and quote the style(s), size(s), item(s), amount required, together with your postal address.

Upon emailing your order and postal address we will confirm your order with an invoice, restating the preferred e design payment options (direct debit, cheque or money order)

• PAYMENT

E design accepts money order (available from post offices), cheque or direct debit.

The direct debit account details can be emailed to you upon request, cheque and money orders to be made out to "Elissa Lawrence".

Once your order has been confirmed you will be supplied with an order number. You can track the progress of your order at any time by simply emailing: elissa.lawrence@gmail.com and quoting this order number.

**Please note:* Orders can not be sent until payment is confirmed (ie. receipt should be emailed as proof of transaction)

• POSTAGE

E design will post your item(s) right to your doorstep! A \$5 standard postage is charged for orders in the Sydney Metro area (This includes packing materials such as a padded bag, so your item(s) arrive in mint condition!)

• DELIVERY

Please Allow between 1 - 2 weeks for your awesome e gear to arrive.
Longer for overseas orders.

• OVERSEAS ORDERS

For overseas deliveries, postage costs will be available when order has been placed based upon customer's address and number of items on order.

Once your order has been confirmed, you will be supplied with an order number. You can track the progress of your order at any time by simply emailing: elissa.lawrence@gmail.com and quoting this order number.

**Please note:* Orders can not be sent until payment is confirmed (ie. receipt should be emailed as proof of transaction)

• EXCHANGE POLICY

If you have an exchange claim to lodge, please firstly email: elissa.lawrence@gmail.com with your order number and a brief explanation of the request.

E design accepts exchanges within 10 days (from day of order) of your original purchase under the following conditions:

Incorrect Item: If your order was incorrectly filled we will replace the item(s) so long as the original item(s) are returned in their original condition. Please note: A second \$5 standard postage is charged for orders in Sydney Metro area - extra for overseas deliveries (This includes packing materials such as a padded bag, so your item(s) arrive in mint condition!)

**Please note:* The exchange policy does not cover incorrect sizes ordered. Please use the size chart for sizing up before placing an order.

DO NOT return merchandise to us before you have emailed us and received a response. Your response will contain instructions on how to return/exchange the merchandise (as mentioned above)

* NO REFUNDS ARE ISSUED



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