

# CHANGED YOUR MIND?

Not a problem we offer Free Returns within 30 days!

Order Number \_\_\_\_\_

Customer Name \_\_\_\_\_

## HOW TO MAKE A FREE RETURN IN STORE

Our friendly store staff are always happy to assist you with Refunds and Exchanges. Just bring your garments, a copy of your invoice and your original payment method in to your local store.

Please note: Ezibuy, Sister Brand and Afterpay orders cannot be returned in store.

## HOW TO MAKE A FREE ONLINE RETURN

It's simple & convenient to take advantage of our Free\* returns using Australia Post or Parcel Point, all you need to do is:



### 1. Jump Online

Visit the relevant returns website, choose your returns option and follow the prompts on screen:

<https://parcelpoint.com.au/wlane>

<https://parcelpoint.com.au/rockmans>

<https://parcelpoint.com.au/beme>

<https://parcelpoint.com.au/nonib>



### 2. Pack your items

Pack the garment(s) in a shipping bag, along with a copy of your invoice.



### 3. Label

Pop the address label generated on your parcel and drop at your local Australia Post box or selected Parcel Point location.

**Please note Courier Pickup for all Returns is available at an extra charge starting from: \$6.95\***

**We accept online returns for all online orders excluding Final Clearance.**

## HOW TO RETURN afterpay<sup>7</sup> ORDERS

Complete the free online returns process. Once your refund is processed in the Afterpay system, your payment schedule will be updated. Please note we do not accept in store returns for Afterpay orders.

## HOW TO RETURN EZIBUY AND SISTER BRAND PRODUCTS

Complete the free online returns process. These products are identified on the product page and your invoice with the relevant brand name. Please note we do not accept in store returns for Ezibuy and Sister Brand Products.

## HOW TO RETURN NEW ZEALAND ORDERS

To return orders from New Zealand email our friendly Customer Care team on [customercare@nonibgroup.com.au](mailto:customercare@nonibgroup.com.au) They'll provide you with a returns label.

## TERMS AND CONDITIONS

- Eligible products can be refunded for the full cost of goods (excluding any delivery charges) within 30 days from the date that you receive your item.
- Product must be unworn, in their original condition with tags attached, together with their proof of purchase.
- Products will be inspected upon return and if in less than perfect condition, we may return them to you.  
The exception to this is earrings, due to health and safety reasons, in which case a refund will not be given and Swimwear which can only be refunded if it is unworn with the tags and hygiene strip still attached.
- Please allow up to 10 working days for your return to be processed.

### Incorrect Items or Faulty Goods

- We will do everything we can to sort out issues with faulty items straight away.
- As soon as you discover a fault, phone our friendly Customer Care team on 1300 728 980.

- Have handy your order number and from here we will arrange for the faulty item to be returned free of charge.
- Once we receive the item back we will be in contact to let you know next steps.
- If we are sending you a replacement item, we will do so as quickly as we can.

### Final Clearance Outlet

- We do not accept online returns for items purchased in our final clearance outlet.
- Items in our final clearance outlet are identified on the product page and your invoice with the statement "CLEARANCE STYLE".
- If you wish to return a clearance style you are welcome to return it in store, free of charge.

# NONIB GROUP

NONIB | rockmans | beme | W·LANE | TABLE EIGHT



**Customer Care  
Phone Numbers**

AU 1300 728 980  
NZ +61 2 8577 7838



**Customer Care  
Email Address**

[customercare@nonibgroup.com.au](mailto:customercare@nonibgroup.com.au)



**Customer Care  
Operating Hours**

9am to 5pm AEST  
Monday - Friday



**Online Returns  
Address**

PO Box 27,  
Liverpool NSW 1871