

# Seréne

## Returns & Exchanges Form

If you are not completely happy with your new Seréne purchase, then we are here to help. We appreciate buying online can be slightly tricky and want to make this process easy for you.

You can return or exchange the item/s within 7 days of receiving your order, after this time frame all purchases become final. Returns or exchanges will only be accepted with proof of purchase, and are subject to adherence with our Returns and Exchanges policy detailed on our website.

### Online Return Steps

1. Please notify Seréne within 3 days of receiving your order at [hello@serenecollective.co.nz](mailto:hello@serenecollective.co.nz) providing the order number, item details and brief reason for the return/exchange.
2. Fill in this form.
3. Enclose this form and your proof of purchase along with the return item/s.
4. Carefully pack your return item/s. Use the courier bag your purchase came in, it's designed to be reused.
5. Please send your return to - Seréne Collective Ltd, 47 Te Pene Road, Maraetai, Auckland 2018, New Zealand.  
We strongly recommend using a tracked courier method to ensure safe delivery.
6. Once your return arrives, you will receive a confirmation email from Seréne, your refund or exchange will then be processed within 5 business days.

Customer Name: \_\_\_\_\_ Email: \_\_\_\_\_

Order Number: \_\_\_\_\_ Date: \_\_\_\_\_

**Please select an option:**     Refund                       Exchange                       Faulty

Style/Colour/Size: \_\_\_\_\_

Reason for return: \_\_\_\_\_

Exchange request: \_\_\_\_\_

**Please select an option:**     Refund                       Exchange                       Faulty

Style/Colour/Size: \_\_\_\_\_

Reason for return: \_\_\_\_\_

Exchange request: \_\_\_\_\_

### Feedback

We are always wanting to improve our products and services. We welcome your feedback, whether it's about your online experience with us, or your new Seréne items. Please share below.

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