



Refunds and Exchanges

mmmmHOT hopes that you are happy with your purchase, but if you would like to return an item you can do so **within 30 days** from the original date of dispatch. If not received in that timeframe, no refund or exchange can be given. Please note, for sanitary reasons we cannot accept returns or exchanges for garments intimate in nature (including underwear, G-strings/thongs, panties, knickers, hosiery and stockings) unless the garments are deemed to be faulty or flawed. Please read the following information to ascertain if your goods qualify for return or exchange, and if so follow the instructions below.

Reasons for Return

Faulty Item

At mmmmHOT we pride ourselves on the high quality of our products, but in the unlikely event that you find an item to be faulty, you can return it to us and if deemed to be at fault by fabric flaw or manufacturing, we will gladly do one of the following:

- replace the item, free of charge
- refund the full price that you paid, including postage charges, or
- offer an instore credit for the full price that you paid, including postage charges

Postage charges will be refunded or credited to you at the mmmmHOT standard shipping rate. As soon as we receive the returned goods, they will be inspected by our Quality Assurance department. Garments which have been purposely tampered with will not qualify for an exchange or refund.

Wrong Size

If you discover that the item you have ordered is the wrong size, you can return it to us within 30 days of the original dispatch date, and we will do our best to exchange your item for the correct size in the same style, subject to stock availability. Please note, you are responsible for all postage charges incurred to return the goods to us. Items must be returned in "as new" condition with any tags and labels still attached, in the original packaging. We are unable to accept garments which have had the tags/labels removed. Please make sure you are happy with your purchase before removing any tags/labels. Please make sure you indicate on the Returns Form the size you purchased, and the replacement size you require. You will be charged the applicable rate for the new item(s) being despatched, so please ensure you indicate on the Returns Form the method by which you wish to be charged.

Change of Mind

We're committed to customer satisfaction, so if for whatever reason you change your mind about an item, you can return it to us within 30 days of the original dispatch date, and we will offer a 100% instore credit for the cost of that item (not including postage). Please note, you are responsible for all postage charges incurred to return the goods to us. Items which are returned for change of mind must be returned in "as new" condition with any tags and labels still attached, in the original packaging. We are unable to accept items which have had the tags/labels removed. Please make sure you are happy with your purchase before removing any tags/labels.

Returns Instructions

Step 1: Print the Returns Form on the next page. Please ensure this form is completed fully, so that we can process your return quickly and efficiently. Please carefully describe the defect or reason for the return on this form. Please indicate the size purchased and the replacement size required, if any.

Step 2: Place the goods in their original packaging, along with the completed Returns Form, in a box or satchel suitable for mail. Please ensure that the goods are carefully packaged, as we cannot take responsibility for items that are damaged in transit.

Step 3: The goods may be returned to us by Australia Post. We recommend that your article is registered or insured as we cannot take responsibility for items that do not reach us. Please ensure you keep a record of the registration or insurance until you are satisfied that we have received the goods. Post your returns to:

mmmmHOT
PO Box 287
Leederville WA 6903
Australia

Step 4: As soon as we receive the returned goods, they will be inspected by our Quality Assurance department and we will process your return. We will then notify you using the contact method nominated by you on your Returns Form.



Returns Form

Customer Details

Name: _____
Address: _____
Town/Suburb: _____
State: _____
Postcode: _____
Country: _____
Daytime Phone: _____
Mobile Phone: _____
Email: _____

I prefer to be contacted by (tick one):

- Email Mobile Phone
 Daytime Phone Mail

Product Details:

Transaction Number: _____
Order Date: _____
Item Name: _____
Size: _____
Colour: _____

Reason for return (please be as descriptive as possible):

What would you like mmmmHOT to do? (tick one)

- This item didn't fit me. I would like to exchange it for a different size. Please send me a size ____ instead.
 I've changed my mind. Please give me an instore credit for the cost of this item (not including postage).

This product was faulty, so:

- Please replace it, free of charge
 Please give me an instore credit for the full price that I paid, including postage charges.
 Please refund to me the full price that I paid, including postage charges.

Please indicate how you would like to be refunded/charged:

- I paid by credit card and would like my card refunded/charged:

Type of Credit Card	<input type="checkbox"/> VISA <input type="checkbox"/> Mastercard
Name on Card	_____
Card Number	_____
Expiry Date (mm/yy)	_____
Signature	_____

- I paid by another method and would like to receive a cheque by post
 A money order (addressed to mmmmHOT) is enclosed for additional costs