

# HAVVY

THANKS FOR SHOPPING WITH US



ONLINE RETURNS / EXCHANGE FORM

We always hope you have a delightful experience with Havvy and enjoy our product offer, but we do understand that on occasion this is not always the case. If you are not completely 'Havvy' with your chosen items you are more than welcome to return / exchange within 30 days of receiving the product.

## Would you like to return an online order?

This is an easy process - please follow the steps below and we will have your refund / exchange sorted asap!

### 1. Download and print our return / exchange form. Complete all required details.

Please refer to your invoice for order details. It is important that your contact name / details as well as the order number and item numbers are correct. Please refer to your confirmation email received upon order placement for all relevant details.

### 2. Pack your returning product item(s).

Please pack all returning items together with the completed returns / exchange form in a protected parcel. Please ensure all item(s) are in their original condition with swingtags and hygiene stickers all in tact. No product may be returned if labels have been cut out or detached (please see our returns policy online). Please note (as per our returns policy) Havvy does not accept responsibility for return postage costs or the loss of return packages. We advise you use a safe, reliable courier service that offers tracking.

### 3. Post your package to Havvy Returns Office.

Please note you are responsible for the return shipping costs. Exchanges shipped back to you are on us!  
Please post your package to the following address:

**The Brand Stable:  
D13 Collingwood House, Black River Park South,  
Fir Street, Observatory, Cape Town, 7725,  
Western Cape, South Africa.**

## REFUNDS

Once goods have been received, please allow 5 business days to process. Havvy will refund the amount for the items via the same method used for purchase.

## DAMAGED GOODS

We take extra care to ensure nothing faulty or damaged is sent out, but in the event this does happen we will endeavour to resolve this as quickly as possible with minimal inconvenience to you.

1. Please contact us immediately if you receive faulty items & complete the returns procedure as above.
2. We will ensure your items are processed and exchanged / refunded timeously.

## CONTACT US

The Havvy team will be more than happy to assist you with any queries. Please contact us on

**E - MAIL:** [info@havvycollective.com](mailto:info@havvycollective.com)

**ONLINE:** please feel free to check out our returns & exchanges policy at <https://havvycollective.com/shipping-returns/>



# HAVVY

## POST YOUR PARCEL TO:

The Brand Stable: D13 Collingwood House, Black River Park South | Fir Street, Observatory | Cape Town, 7725 | Western Cape, South Africa.

### STEP 1: PLEASE COMPLETE BILLING INFORMATION BELOW

NAME:		ORDER NUMBER:
ADDRESS:		
CITY:	PROVINCE/STATE:	ZIP/POSTAL CODE:
COUNTRY:	PHONE NUMBER:	EMAIL ADDRESS:

### STEP 2: IF SHIPPING ADDRESS IS DIFFERENT TO BILLING ADDRESS, PLEASE PROVIDE BELOW

ADDRESS:		
CITY:	PROVINCE/STATE:	ZIP/POSTAL CODE:
COUNTRY:	PHONE NUMBER:	EMAIL ADDRESS:

### STEP 3: LIST THE ITEMS YOU ARE RETURNING

QUANTITY RETURNED	ITEM NAME	ITEM NUMBER / SKU	ITEM DESCRIPTION	COLOUR / PRINT	SIZE	REFUND / EXCHANGE	RETURN REASON

<b>A</b> TOO LARGE	<b>B</b> TOO SMALL	<b>C</b> DOESN'T FIT ME	<b>D</b> DAMAGED / FAULTY / DIRTY	<b>E</b> DON'T LIKE THE FABRIC	<b>F</b> DON'T LIKE THE COLOUR / PRINT	<b>G</b> DON'T LIKE THE STYLE	<b>H</b> WRONG ITEM
<b>I</b> DOESN'T SUIT ME	<b>J</b> CHANGED MY MIND	<b>K</b> LOOKS DIFFERENT TO IMAGE ON SITE					

### STEP 4: LIST THE ITEMS YOU WOULD LIKE IN EXCHANGE FOR THE RETURNED ITEMS

QUANTITY	ITEM NAME	ITEM NUMBER / SKU	ITEM DESCRIPTION	COLOUR / PRINT	SIZE	PRICE EACH	TOTAL PRICE

STEP 5: PLEASE ENCLOSE THE COMPLETED FORM WITH YOUR RETURNS / EXCHANGED ITEMS AND SECURE SAFELY IN A SEALED PACKAGE. SHIP TO THE RETURNS ADDRESS.

