

RETURNS & EXCHANGES

ONLINE PURCHASES

If you have changed your mind about a **full priced** online “ready to wear” purchase you can select a refund or exchange providing the merchandise is in its original condition with original packaging, tags, unworn, unwashed, has had no alterations or personalisation.

Refunds or exchanges for online purchases can be made in person at MODARTE store in Barangaroo NSW, or returned to MODARTE Online within **30 days** of purchase. A copy of the original invoice is required for exchanges.

If you require an exchange for alternate style, size or colour this is subject to availability, should the new item have a price difference you will need to pay the difference or receive a partial refund.

If you request a refund, the purchase price, excluding delivery fees will be refunded using the original payment method. Please note MODARTE online store does not provide online credit.

All **International** refunds and exchanges are to be received at MODARTE online store within **30 days** of the parcel being received. If you request a refund, the purchase price, excluding delivery fees will be refunded using the original payment method. For exchanges international shipping fees will be added at MODARTE’s standard international rate for reshipment.

RETURNS TO ONLINE STORE

A copy of the original invoice and a completed returns form is required for returns or exchanges to the online store. Please ensure all items are sent via registered post and keep a copy of your tracking number, MODARTE is not liable for return parcels that do not arrive and/or do not arrive with the required documentation. Returns to MODARTE Online store are to be sent to:

MODARTE Online Returns

25.01A, Level 25
Tower 1
International Towers
100 Barangaroo Ave
Barangaroo NSW 2000
Australia

DOWNLOAD RETURN FORM HERE

[Download](#)

IN STORE PURCHASES

If you have a change of mind about a **full priced** in store “ready to wear” purchase you can select a refund or exchange providing the merchandise is in its original condition with original packaging, tags, unworn, unwashed, has had no alterations or personalisation.

Refunds or exchanges can only be made in person in MODARTE store in Barangaroo NSW within **30 days** of purchase. A copy of the original invoice is required for exchanges in store.

Please note: MODARTE Online cannot process returns or exchanges for items purchased and or previously exchanged in store.

FAULTY PRODUCTS

Goods are classified as faulty if they are received damaged in any way, or where a manufacturing fault occurs within a reasonable time period from the date of purchase. Please note that items that

are damaged as a result of normal wear and tear are not considered to be faulty. Providing the original invoice where possible can assist in the process.

Should you believe a product is faulty, return to the location of purchase and the MODARTE team will assist you with assessing the product fault. If the item is deemed faulty you will either be issued a refund for the price of the faulty product or, if you wish, provide a replacement.

RETURNS EXCEPTIONS

MODARTE do not offer refunds on the follow items, unless faulty or otherwise required.

- MODARTE Gift Cards & Online Gift Vouchers
- Made to measure, altered or personalised garments

CONTACT US

If you have any questions, please get in touch with our customer service team at:
info@modarte.com.au

Shopping is secure with MODARTE

© 2018 MODARTE | ALL RIGHTS RESERVED