



RETURNS FORM

Wanting to return your item?

1. If you have received an item that is faulty, we will exchange your item or provide a full refund.
2. We do not refund for change of mind, however we may exchange the item, provided that:
 - You return the item within 14 days (inclusive) from the tracked date of delivery
 - The item is in original saleable condition
 - The item was originally purchased online

Order Date	Order Number

We encourage you to return your parcel via registered or traceable postal services as all returned parcels remain the responsibility of the purchaser until received by CJE Australia Pty Ltd. Please note, return postage costs will be at your own expense. If the item(s) you wish to return is faulty or not as ordered, please contact returns@crystaljohnston.com.au or call 0406 15 15 16 before posting your item.

REASON CODE		1. FAULTY (PLEASE SPECIFY)		2. CHANGE OF MIND		3. INCORRECT ITEM RECEIVED	
QTY	PRODUCT	PRICE	REASON CODE	IF FAULTY, PLEASE PROVIDE DETAILS	EXCHANGE ITEM		
		Total Refund Price	\$				

Completing an Online Returns Form

Fill in the required fields above and send with your parcel to the online return address listed.

For more information on our returns policy please see crystaljohnston.com.au/returns-guarantee on our website or email returns@crystaljohnston.com.au

Please send all returns to:

CJE Australia Pty Ltd
PO Box 143
KINGSGROVE, NSW 1498
Australia