



(03) 9041 3488
78 Islington Street, Collingwood VIC 3066

Returns Policy for Products Purchased Online

We want our customers to fall in love with every pair of tights purchased from Winterluxe. If you are not 100% happy when you receive your order, simply return it in the condition you received it and we will offer you an exchange or refund.

Return is available only for full length tights. We want you to love your custom length Winterluxe tights, so you are welcome to order full-length, measure the length you would like them to be and return them to us to be cut and finished for you. See below for further details.

We ask that you follow the instructions for a smooth transaction:

Conditions for returns

1. Products must be returned within 30 days of purchase (international purchasers, please contact us)
2. Original tags must remain attached
3. Returns available only on non-custom lengths – full length only
4. Item(s) must be original condition, unworn, unsoiled and in original packaging.

How to return – Within Australia

1. Ensure all tags are intact and items are unworn as per conditions outlined above
2. Send the item(s) back to us via Australia Post, ensuring the package has tracking enabled and the package requires our signature upon delivery. Please ensure you retain the tracking details. Postage expenses will not be refunded. We recommend insuring the package for the value of the item(s) contained within.
3. Include the following in your package:
 - a. The item(s) you wish to return/exchange
 - b. Your Winterluxe invoice
 - c. A completed Return Form (available to download – [here](#))

Once your package has been received by Winterluxe, we will assess the tights and your Return Form and exchange or refund immediately. It is advised that you review our returns policy at <https://winterluxelife.com/pages/returns-store-policies>

Refunds will be processed only to the credit card used to purchase your Winterluxe tights.

Refunds are not given on postage or packaging costs incurred to return the item(s). Winterluxe will not be held liable for any items which are lost in transit and we recommend you opt for insurance to cover the value of the item(s) contained within the package.

How to return – International Orders

Please note that Winterluxe does not offer free international returns or exchanges. If you wish to return an item for refund, the shipping cost will be deducted from your refund.

If you would like to exchange an item, shipping costs will not be covered by Winterluxe. Any returns must include a valid international tracking number. We recommend that you insure the package for the value of the contents. Winterluxe will not be held liable for any items lost in transit.

Please remember to include “return for exchange” on your customs declaration. Without such a notice, the package is liable to attract duties and taxes. Winterluxe will not be liable for any duties or taxes incurred.

If you wish to make an exchange, we are happy to do so as long as stock is available. If stock is not available, a credit note or refund will be offered as an alternative.

Refunds are given on full priced garments only and exclude shipping charges incurred by the customer on the original order or return. Shipping charges will be deducted from any refunds or returns.

Return address:

Winterluxe
78 Islington Street
Collingwood 3066
Victoria, Australia.

Refunds

If we are unable to deliver the item you ordered, the item is faulty/damaged or the item is not what you ordered, we will gladly refund you for the total amount of your order.

Refunds can only be made to the credit card that was used to make the original purchase. The refund will be processed as soon as the item(s) have been received by Winterluxe in the condition outlined above, however please note we have no control over how quickly the refund will appear on your credit card once we process the refund.

Any questions?

If you have any questions regarding returns or exchanges, please contact us at Winterluxe by email hello@winterluxelife.com