



RETURNS AND REFUNDS

Ensuring that our customers are 100% satisfied is of the utmost importance to the Lombard The Paper People. If you are in any way dissatisfied with the products you have received, we will happily organise a refund or an exchange, so long as the products are returned to us in a saleable condition.

Making a Return

If you want to return a product to us for refund or exchange, simply complete the ***Returns Form*** below and submit to our customer service team who will be in contact with you.

Please ensure that you complete the ***Returns Form*** with all relevant details filled out.

Refunds

Lombard The Paper People can process a refund whether you are in Australia or overseas. We credit via the original method of payment. The amount refunded will depend on the reason for the return. If you have received a damaged product or the wrong product we will be happy to refund both the product and delivery costs.

An incorrectly ordered product will be exchanged at your expense.

Exchanges

To complete an exchange, include the ***name, product description and cost*** of the new product you require on the ***Returns Form***. If there is a difference in the price of the products involved in the exchange, please tell us how we should refund or charge you.

- Due to hygiene reasons we are unable to offer exchanges or refunds on **Costumes & Wigs**
Please choose carefully