



WHOLESALE CLAIM POLICY AND PROCEDURE

At Lorna Jane we are proud of our products and guarantee their quality and design.

If for any reason you receive Lorna Jane product and it fails to meet our usually high standards we have outlined our policies and product claim process below.

1.0 POLICY

We ask that you check ALL stock against your invoice to ensure your order is correct and of good quality as soon as you receive it.

We allow 7 working days for you to report any claims from the date you receive your stock. The product must have all labelling in tact and be accompanied by the original purchase invoice. Any freight or postage incurred to return goods to Lorna Jane Head Office is the responsibility of the purchaser.

Lorna Jane reserves the right to inspect returned product. Our Quality Control department will inspect the product and contact you via phone or email with a result. Where ever possible your stock will be replaced, if a replacement cannot be made than a credit will be issued against your account.

2.0 PROCEDURE: See claim form

1. The Order is filled from the Lorna Jane Head Office and sent to the nominated address
2. Wholesale customer is to inspect the product against the invoice and for quality.
3. If faulty product is amongst your order you will need to fill out a Product Claim form, attach clear photos of the fault and send copy of original invoice, and email them to wholesale@lornajane.com.au
4. Each fault will be reviewed case by case and you will be contacted within 3-5 working days of outcome
5. If the outcome is deemed to be a manufacturing faulty then goods must be returned with all supporting documentation to Lorna Jane Head office, Fault's department , Attention Deidre Rodgers
6. Outcome action will be made upon receipt of goods and documentation



WHOLESALE CUSTOMER PURCHASE CLAIM POLICY AND PROCEDURE

1.0 POLICY

If your customer returns an item which they deem to be faulty to your store, you can only claim it through Lorna Jane if it is deemed to be a manufacturing fault. E.g. a Broken Zipper. Please contact Lorna Jane head office for clarification if you are unsure as to what is deemed to be a manufacturing fault.

Lorna Jane will only review manufacturing faults when your customer returns them within 2 weeks of the purchase date. A Product Claim form must be filled out with the customers receipt attached. Where ever possible the item will be replaced, if a replacement cannot be made than a credit will be issued against your account.

Lorna Jane reserves the right to inspect returned product. Our Quality Control department will inspect the product and contact you via phone or email with a result on your customer claim. Lorna Jane does not offer a repair service for our Wholesale Customers. We recommend that you find a local dressmaking service for any repairs or alterations that you can recommend to your customers.

2.0 PROCEDURE: See claim form

1. A customer returns items to place of purchase
2. Customer must have their original detailed receipt and has returned the item within 2 weeks of purchase date
3. Fill out the Product Claim form, attach clear photos of the fault and a copy of the customers original detailed receipt
4. Send claim form and all supporting documentation to web administrator wholesale@lornajane.com.au
5. Each fault will be reviewed case by case and you will be contacted within 3-5 working days with an outcome.
7. If the outcome is deemed to be a manufacturing faulty then item must be returned with all supporting documentation to Lorna Jane Head office, Fault's department , Attention Deidre Rogers
6. Outcome action will be made upon receipt of goods and documentation
7. If the product is deemed faulty wherever possible a replacement will be made