

ONLINE RETURN / EXCHANGE FORM

CITTÀ

If something in your parcel is not quite right (it happens sometimes) please send it back, and we'll exchange it or credit you for the price.

You can return or exchange any item purchased through our online store within 14 working days **(with the exception of sale items)**. Items must be returned unused and unaltered with all original packaging intact. Original shipping costs cannot be refunded unless the item was incorrect or faulty. Refunds will be processed against the original payment method only.

CUSTOMER DETAILS

NAME

ORDER DATE ORDER NO.

RETURN / EXCHANGE DETAILS

ITEM CODE

ITEM DESCRIPTION

REASON FOR EXCHANGE / RETURN (SALE ITEMS CANNOT BE RETURNED)

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RETURN INSTRUCTIONS

- ONLINE STORE CREDIT REFUND (NOT AVAILABLE FOR SALE ITEMS)
- EXCHANGE FOR (ITEM CODE/DESCRIPTION)

DAMAGED, FAULTY OR INCORRECT ITEM?

If something in your parcel is damaged or not what you ordered, please contact us immediately upon discovering the fault or error at shop@cittadesign.com

Returns or exchanges cannot be processed through our physical stores unless specified by our customer services team.

Please return your item with this form to the following address:

Città Online Return
18 Normanby Road
Mt Eden
Auckland 1024
New Zealand

For full refund policy, please visit cittadesign.com/faq/returns