

Returns Acceptance Guide

Manufacturing Fault - Accepted

In line with the ACCC [requirements](#) for returns and refunds, the customer has the right to a repair, replacement or full refund if your goods are faulty, unsafe, do not work or appear as they should when these faults are raised during a reasonable time (within 6 months from the date of purchase).

Faulty Reason	Classification	Example photo	Accepted?
Shrinkage	Manufacturing Fault - unless washed incorrectly		YES
Loose Threads / Beads	Manufacturing Fault		YES

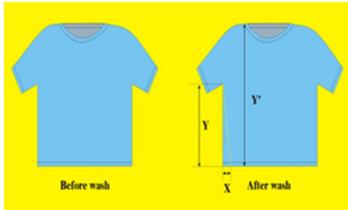
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Faulty Reason	Classification	Example photo	Accepted?
Stitching	Manufacturing Fault		YES
Broken Zip	Manufacturing Fault - unless over 6 months		YES
Buttons	Manufacturing Fault - These should not come off easily		YES

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Faulty Reason	Classification	Example photo	Accepted?
Belt Loops	Manufacturing Fault		YES
Seam Slippage	Manufacturing Fault		YES
Colour Run - Post Wash	Manufacturing Fault - unless washed incorrectly		YES

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Faulty Reason	Classification	Example photo	Accepted?
Ripped Seam	Manufacturing Fault - unless over 6 months or sizing issue		YES
Spirality (fabric skew / torque)	Manufacturing Fault - unless washed incorrectly	 	YES
Hole - Not in Seam	Manufacturing Fault - unless clear cut, cigarette burn etc.		YES

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Faulty Reason	Classification	Example photo	Accepted?
Snap Coming Off	Manufacturing Fault		YES
Broken Hardware	Manufacturing Fault - unless over 6 months		YES
Colour Shading	Manufacturing Fault		YES
Smell- Chemical	Manufacturing Fault	N/A	YES

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Wear & Tear: **Reject Return**

Wear & Tear items might look similar to a manufacturing fault, however not considered a fault as the product was fit for purpose when the customer bought the item. This occurs when either (1) the customer had the item for over 6 months or (2) the fault was caused by the customers incorrect/excessive use.

Faulty Reason	Classification	Example photo	Accepted?
Stitch Belt Loops	Wear & Tear		NO
Pilling	Wear & Tear		NO

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Customer Fault/ Wear & Tear: **Reject Return**

Wear & Tear items might look similar to a manufacturing fault, however not considered a fault as the product was fit for purpose when the customer bought the item. This occurs when either (1) the customer had the item for over 6 months or (2) the fault was caused by the customers incorrect/excessive use. If these items were flagged as faulty on arrival by the customer then these are considered as a warehouse fault. (please refer to page 3).

Faulty Reason	Classification	Example photo	Accepted?
Stain	Warehouse Fault (If faulty on arrival)		YES
	Customer Fault (If not faulty on arrival)		NO
Marks	Warehouse Fault (If faulty on arrival)		YES
	Customer Fault (If not faulty on arrival)		NO

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Faulty Reason	Classification	Example photo	Accepted?
Scatched	Warehouse Fault (If faulty on arrival)		YES
	Customer Faulty (If not faulty on arrival)		NO
Dirty	Warehouse Fault (If faulty on arrival)		YES
	Customer Faulty (If not faulty on arrival)		NO

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Faulty Reason	Classification	Example photo	Accepted?
Wobbly Heel	Manufacturing/ Warehouse Fault (If faulty on arrival)		YES
	Customer Fault (If not faulty on arrival)		NO
Hair	Warehouse Fault (If faulty on arrival)		YES
	Customer Fault (If not faulty on arrival)		NO
Dirty Sole	Warehouse Fault (If faulty on arrival)		YES
	Customer Faulty (If not faulty on arrival)		NO

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Faulty Reason	Classification	Example photo	Accepted?
Make Up Stains	Customer Fault		YES
Missing hygiene seal (Ladies Swimwear)	Customer Fault		NO
Damaged Packaging	Warehouse Fault (If faulty on arrival)		YES
	Customer Faulty (If not faulty on arrival)		NO

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Faulty Reason	Classification	Example photo	Accepted?
Body odour / non-chemical smell from being worn (e.g. smoke)	Customer Fault	N/A	NO
Underwear Can not be returned unless package hasn't been opened	Customer Fault	N/A	NO
Earrings	Customer Fault	N/A	NO
Missing packaging	Customer Fault	N/A	NO
Pen mark	Warehouse Fault (If faulty on arrival)	N/A	YES
	Customer Fault (If not faulty on arrival)		NO