



OUR GOODS RETURN POLICY...

We understand that sometimes things don't always go as planned, and we aim to make the return process as simple and hassle-free as possible. Here's is our process for returning products ordered in an easy-to-follow Q&A format. If anything isn't clear or you'd simply like to discuss your situation in more detail, please email your TOLL Customer Success Manager at:

jacquelinev@xcelbespoke.com.au

How do I start a return?

To initiate a return, simply submit a request by email to our customer service team. Please make sure you:

- Quote your original TOLL PO number
- List out the products you wish to return
- Provide the reason why you want to return the item(s)
- Indicate if you'd like a replacement product to be issued

Once your request is received, we'll generate a Return Authorization (RA) number so we can track your request.

How do I track my return request?

After you submit your request, you'll receive an RA number by reply email, which will be used to track the progress of your return. We'll also match your return to your original order to make sure everything is processed smoothly.

What happens after I submit my return request?

- Our Returns Officer will check the reasons for your return to make sure the product qualifies for a return (such as if you received the wrong item or it's a defective product).
- You'll then receive an email or message letting you know whether your return request is approved, along with your RA number if it's eligible.

How do I send the product back?

Once your return is approved, you'll then need to ship the product back to us. Please include the RA number either inside the package or clearly on the outside of the box to help us process it quickly for you. We recommend that you use Australia Post, and please keep a copy of your receipt for the shipping, which you can email us along with your RA number.

What happens when my product is returned?

- Upon arrival at our warehouse, the product is scanned back into our system and matched to your unique RA number, so we know it's from you.
- Our warehouse team will then inspect the item(s) to ensure they're in the right condition and that it matches what was expected.
- We'll then notify you once we've received and inspected your return, and the results (approved, damaged, wrong item, etc.) will be logged into our system.

What if the product is in good condition?

If the product is in good condition, we'll restock it into our inventory. If it's damaged, we'll follow our company policies for repair, replacement, or disposal. Our system will automatically update the inventory based on the product's condition.

Will I get a refund or replacement?

- If we have made a mistake (like we've sent the wrong product, wrong size, or a faulty item), we'll either issue a credit note or send a replacement, depending on your preference. You'll be kept in the loop about the next steps, and we aim to resolve the issue as quickly as possible.
- If the error is on your side (wrong size ordered, wrong item selected, or incorrect shipping information), we'll request a new purchase order be issued to process the replacement product. In these cases, a reprocessing fee of \$10+ GST (up to returns of 15 items) may apply, and your procurement team will be notified accordingly.

How will I know when the return is complete?

Once your return is processed and completed, we'll send you a confirmation email as well as the tracking details if we are sending our replacement goods. You can rest assured that all return details, such as the reason for return and product condition, are logged in our system for quality control and future improvements.

If you have any questions throughout the return process, our customer service team is always available to help!

Jacqueline Vella
Toll Customer Success Manager
jacquelinev@xcelbespoke.com.au

Returns Address:
Xcel Bespoke Warehouse, 4-8 Ferndell Street
South Granville NSW 2142 Australia
Important : DO NOT return goods without an RA number