

## The Empire Market, Returns and Exchanges Policy

The Cat Empire Market offers refunds or exchanges, with the following conditions:

### General

- All items of clothing returned must be clean, unworn and unwashed.

### Exchanges

- Merchandise will be **exchanged** where the size is incorrect, or for manufacturing fault only.
- A self addressed package with sufficient postage, will need to be included for an exchange to be processed.
- Only like items will be exchanged, eg. a t-shirt can only be exchanged for another t-shirt. A different size or colour is allowable.

### Refunds

- We will only **refund** back to the credit card originally used for the purchase.
- Postage and handling costs will not be refunded.
- Refunds will not be processed until the original item is returned.

---

\*For both **Refunds** and **exchanges** please include a note outlining:

- Reason for refund or exchange request.
  - Details of the original order: date, items included, etc.
  - The requested replacement item – size/colour etc
- 

For **EXCHANGES**, please post items to:

P.O. Box 438  
Elwood, Victoria  
Australia, 3184

Remember to include a self addressed package with sufficient postage for the exchanged item.

---

For **REFUNDS**, please post the original item to the address above, and fax through the following info:

Name

Address

e-mail address

Credit card type

Credit card number

Expiry date

We cannot accept responsibility for e-mailed credit card details so details for refund must be faxed to (0061)-(03) 9531 8107.

We destroy these details in a secure manner as soon as the refund is processed. The refund will generate an automatic confirmation e-mail to the address provided.

---