

## UN Women Australia Merchandise FAQs and Refund/Exchange Policy

### Shipping (ribbons only)

1 – 3 items	Standard shipping	\$9.95	5 – 10 days
1 – 3 items	Express postage	\$20.00	3 – 6 days
4+ items	High volume shipping	\$19.90	5 – 10 days
4+ items	Bulky goods shipping	\$27.50	3 – 6 days

Please note:

- Orders are despatched from NSW so will take maximum shipping time to interstate destinations
- In light of recent delays, it is recommended additional time is allowed for deliveries to WA
- Shipping only applies to ribbon boxes
- To receive delivery by 3<sup>rd</sup> March, please place orders prior to 22<sup>nd</sup> Feb
- To receive delivery by 8<sup>th</sup> March, please place orders prior to 27<sup>th</sup> Feb

### 'Change of mind' returns or exchanges

UN Women Australia will only accept 'change of mind' returns or exchanges for t-shirts bought through the online store.

**Please note, all postage costs to return item/s will be at the expense of the purchaser.** If you wish to return a t-shirt because you have changed your mind, UN Women Australia will offer you a full refund provided that:

- you return the goods within 60 days of purchase;
- you provide adequate proof of purchase (meaning your invoice)
- the goods are in a re-saleable condition

If you wish to exchange a t-shirt for another size, UN Women Australia will provide you with a replacement (subject to availability). For t-shirt exchanges or refunds please contact us at [iwd@unwomen.org.au](mailto:iwd@unwomen.org.au).

UN Women Australia **does not** accept 'change of mind' returns or exchanges for any other goods purchased through the online store.

### Faulty or damaged goods

Where you believe goods purchased from UN Women Australia are faulty or damaged, please contact us at [iwd@unwomen.org.au](mailto:iwd@unwomen.org.au). We will ask you to return your item with proof of purchase and, once we have assessed it, you will be provided with the option of a refund or an exchange.

### Fundraising

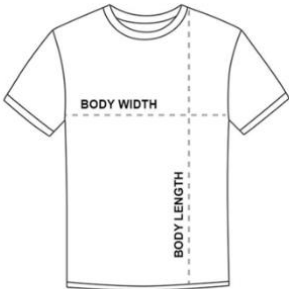
If you are fundraising on behalf of UN Women Australia, please remit your funds here: [Send Funds Raised | UN Women Australia](#).

If your question isn't answered listed here, please email [iwd@unwomen.org.au](mailto:iwd@unwomen.org.au).

### T-shirt sizing

Measurement	SML	MED	LRG	XLG	2XL
Body Width (cm)	48	50.5	53	55.5	58
Body Length (cm)	64.5	65.5	66.5	67.5	68.5

*Please note: Tight-fitting design. We recommend sizing up for a looser fit.*



**How to measure body width:**  
Measure the distance (in cm) across the chest from one armpit to the other.

**How to measure body length:**  
Measure the distance (in cm) between the neck seam and the bottom of the shirt.