

RETURNS, REFUNDS AND EXCHANGES

RETURNS

RISING does not issue returns or refunds for items due to change of mind or incorrect sizing. Please choose carefully, paying particular attention to sizing guides available on product pages, to avoid the need to return items to us. However, if you find that you do need to return an item, you need to contact us as soon as possible after receiving your goods. Please see detailed time frames in the below information.

Please contact us, with your original order number, within 30 days of receiving your goods to initiate a return. If 30 days have gone by since your purchase was delivered, your return will be rejected.

Please inspect your order upon delivery and contact us immediately if the item is defective, damaged or if you receive the wrong item, so that the issue can be evaluated and rectified.

Items cannot be returned to on-ground retail spaces unless specifically authorised in advance and in writing.

EXCHANGES

If you have accidentally purchased an incorrect size or colourway, please contact us immediately via email at hello@rising.melbourne to initiate an exchange before the order is fulfilled.

RISING is unable to offer exchanges on items after the order has been fulfilled and/or shipped. Please contact us to initiate a return/refund for the item and complete another purchase of the correct item/size.

RETURNS ELIGIBILITY

To be eligible to return your item(s), you must first contact RISING with your proof of purchase and the details of the return. Items must meet the following criteria in order to be accepted for return:

- Unworn or Unused and in original packaging
- Less than 30 days since order delivery
- Photographic evidence of fault or damage (where applicable)

RETURNS PROCESS

To initiate a return, email hello@rising.melbourne with the details of your request to return including your order number. Items sent back to us without first requesting a return will not be accepted and will incur a new shipping fee to be re-sent. RISING will endeavour to get back to all return requests within 3 business days.

RISING will notify you once your request to return has been received, and let you know if it has been accepted or not. If your return is accepted, RISING will send you a return shipping label, as well as instructions on how and where to send your package.

RISING will notify you once your returned item/s have been received and inspected, and will let you know if a refund has been approved or not. If approved, you'll be automatically refunded to your original payment method. Funds can take up to 15 business days to be returned and are subject to bank or credit card processing timeframes.

Questions about the process can be sent to hello@rising.melbourne

EXCEPTIONS / NON-RETURNABLE ITEMS

RISING does not accept refunds, returns on exchanges to change of mind or incorrect sizes. Please utilise size guides on product pages and choose carefully.

Certain types of items cannot be returned, like perishable goods (such as food, flowers, or plants), custom products, and personal care goods (such as beauty products). Read product pages carefully as these exceptions will be listed there. Please get in touch if you have questions or concerns about your specific item.

Unfortunately, RISING cannot accept returns on sale items.

SUPPORT

If your return has been approved and you haven't received your refund within the processing period, first check your bank account. Then contact your financial institution. It may take some time before your refund is officially posted.

If you've done all of this and you still have not received your refund, please contact us at hello@rising.melbourne

Every purchase supports RISING.