



Exchange Procedure

Please follow the exchange procedure and register the exchange online under your login ID;

- Click on the exchange tab
- Locate the order
- Tick the item you wish to exchange
- Select the new item
- Fill in the reason for your exchange
- Select the new colour, size and quantity required
- Click submit

A unique exchange order number will then be generated

Please print out the exchange order from the orders tab and return that order print out with the original items you wish to exchange to the below address;

Newgen Apparel
Returns Department
Building 13
163-179 Forster Rd
Mount Waverley Vic 3149

Once we receive your original items back we will process your exchange.

When your replacement items have been despatched we will send an email to your nominated email address with the tracking number of the satchel/box.

Please note, exchanges are only permitted for items that have not been worn (apart from trying for size). All items are to be returned in as new, unworn condition