



## **Merchandise FAQ'S**

### **Exchanges**

Should your item not fit as you would like, and you would like to change it over, please make sure the tags are still attached, it's in the same condition it arrived in and send it back within **30 days** of purchase to the address below. Be sure to include a note stating what size you want to exchange it for and your address.

Netball Victoria  
PO Box 60  
North Melbourne, Vic 3051

For all further questions, please email  
[merchandise@melbournevixens.com.au](mailto:merchandise@melbournevixens.com.au)

### **Delivery**

Vixens merchandise orders are currently only being despatched once a week. If there is any issue with your order, we will directly contact you. Otherwise, it will be sent as soon as possible, and you will receive tracking details via email once your item/s have been posted. Any queries regarding deliveries, please email them to  
[merchandise@melbournevixens.com.au](mailto:merchandise@melbournevixens.com.au)

### **Sizing**

For any Puma merchandise size queries, view the sizing chart on <https://au.puma.com/> for a similar item. Puma apparel are usually a small fit and we usually suggest going up 1-2 sizes from the usually size you order.