

Returns and Exchanges

Returns and exchanges can be made up to 14 days after receipt of goods. Please note there is no refunds on sale items, however you may exchange them if you are not happy with the purchase.

When posting please ensure you complete and enclose the Exchange/Return slip at the bottom of your online invoice. To do this, please copy from the invoice the details of the items you are returning under the heading 'Items you are returning'. If you would like to exchange it for another item, please fill out the part below the heading 'Items you would like them replaced with'. We also recommend you send items via registered post as Lee Mathews Workroom Pty Ltd (LM) does not take responsibility for loss of items being returned.

You may also exchange items in our LM stores, but unfortunately you cannot do this at any of our stockists. Please note that our Lee Mathews stores cannot process refunds for purchases bought online.

Please allow 3 working days after your return has been posted for it to be processed by our system. Replacements will be dispatched only after the returned item as been received back into LM. If you are applying for a refund, please allow 3-5 business days for refunds to show up in your account.

For faulty or incorrect items, LM will happily pay the postage costs for dispatch of the replacement. If you are returning items for reasons other than the item being faulty or incorrect, then packaging and postage must be made at the customers own expense.

LM reserves the right to inspect returned items and deny return or exchange of goods if we do not see them to be damaged or in the case of exchange, if they are not returned to us in resalable condition. To avoid this, please leave all swing tags and accessories attached until you are happy with your purchase.

If you have any further questions please don't hesitate to contact us at online@leemathews.com.au or phone +61 2 9997 3787, Monday to Friday 9am – 5pm.