

Returns and Exchange Form

Pelactiv does not offer a refund for change of mind returns or customer error during the check out process. We may allow a refund or credit (at our election) on a case-by-case basis for such returns, provided that the item in question is returned within 7 days of order, is not used or worn (with original packaging) and is not damaged in any way.

NB:

For this form to be valid, a Return Authorisation Number (RAN) must be obtained from Pelactiv Head Office. Please attached a copy of the original receipt/invoice.

STEP 1 - Please fill out the information below

Order number _____

DELIVERY INFORMATION:

Name _____

Address _____

City/suburb _____ State _____

Country _____ Postcode _____

Email _____

Telephone _____ Mobile _____

BILLING INFORMATION:

Name _____

Address _____

City/suburb _____ State _____

Country _____ Postcode _____

Email _____

Telephone _____ Mobile _____

STEP 2 - Returning your item/s

Exchange item (please fill out step 3 - 6)

Return (for faulty items only. Please fill out step 3 only)

Shipping and handling fees are not refundable.

STEP 3 - List item(s) you are returning

Qty	Product name	Product code	Reason for exchange	Date of purchase	Size	Price	Total	
							Total	A

STEP 4 - Please place your new order here.

Qty	Product name	Product code	Date of purchase	Size	Price	Total	
						Total	B

STEP 5 - Calculate payment

A - **B** =

(This figure will appear on your method of payment)

NOTE: 'A' must be of equal or less value to 'B'.

STEP 6 - Method of payment

Visa Mastercard

An accounting statement will be included with your item/s when shipped.

Credit card number:

□ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □

Name on card: _____

Signature: _____ Expiry date: ___ / ___

RETURN LABEL

Please return your exchange, using a traceable or insured delivery method to:

PELACTIV
 ATT: Pelactiv - Returns
 2/3 Warrah St, Chatswood
 NSW 2067 Australia