

product return form



step 1. your details

Please complete your details identified on your invoice.

event / online order number		
name	address	
phone	suburb/town	
email	state	postcode

step 2. items to return or exchange

For the item/s you wish to return/exchange, please complete all details in the **items to return or exchange** section. Select a Return Reason Code and a description of the reason for return.

items to return or exchange						return reason codes	
01 exchange requested 02 wrong item delivered 03 faulty item – details required 04 damaged in transit 05 other – explanation required							
product code	return reason code (01-05)	description of reason for return		qty	price	amount	e – exchange c – credit r – refund

step 3. replacement product required

If you wish to return an item(s) that you have ordered incorrectly or changed your mind the item(s) must be returned within 30 days from the dispatch date.

- Item(s) must be unused, undamaged and unwashed, and in the original packaging.
- Item(s) sealed for hygiene reasons [such as pillows, mattress toppers/protectors, quilts] can only be returned if the seal is intact.

Please note postage and handling will apply for exchanges at a cost of \$16.50. A Customer Support team member will contact you to arrange payment.

Please complete details in the **replacement product required** section.

replacement product required					
product code	description of product		qty	price	amount
				postage/handling	\$
				less any returned product value	– \$
				total	\$

step 4. faulty items

If the item you are returning/exchanging is faulty, there is no postage and handling charge. Contact our Customer Support team on Freecall **03 9765 8000** for a Reply-Paid address to return your item. Please ensure that you have completed Steps 2 and 3.

step 5. mail your form and product item/s

product return form

Please mail your completed form and item/s to:

LORRAINE LEA
PO Box 362
Ferntree Gully
VIC 3156

View our Returns Policy on our website for more details