

Exchange and Returns Form

Thanks for your purchase. Please complete this form and return to the following address.

Returns Address: **The Supporter Store**
Shop 2A/165 Canterbury Road Bankstown NSW 2200

SALES CHANNEL (EG. WEBSITE, CATCH, KOGAN)

DATE

CUSTOMER NAME

PHONE NUMBER

EMAIL ADDRESS

Request to exchange or refund (please circle): EXCHANGE or REFUND

Item(s) Returning (including size)

Item(s) you have Agreed in Exchange (including size) (FOR EXCHANGES ONLY)

The address you would like the exchange sent to (FOR EXCHANGES ONLY):

Exchange and Returns Policy (Australian Orders)

For your convenience we do accept refunds and exchanges for item(s) purchased online if you change your mind. Please note you **MUST contact us** prior to receive **approval** and a **return/exchange form**. Item(s) sent without a return/exchange form will NOT be accepted.

We only refund and exchange item(s) provided that:

- Item(s) are returned within **30 days** from the date of purchase. Please note this period is extended to 60 days for purchases made in November and December to cater for Christmas purchases
- The item(s) is in **original saleable condition** (i.e. new, unworn, unaltered and free of damages) with plastic packaging and all **TAGS STILL ATTACHED**.
- **Return/exchange form** is completed and accompanies the returned item(s). This form has the return to sender information and return address. Please contact us directly for this form.
- Customer takes **sole responsibility** for **postage costs** and the **return** of the item(s). In the case of an exchange, the customer must cover the postage costs of both returning the item(s) to us and the postage costs of sending back the replacement (i.e. starting from \$9.95 AUD for Australian orders - depending on the weight, size and number of item(s)). Please note we do NOT accept self-addressed return satchels. We also highly recommend the use of a traceable delivery method for all returns to us as we are not liable for any losses or damages to the item(s) during this delivery.

All exchanges and refunds once received will be processed within **5-15 business days**. In terms of exchanges, once the returned item(s) are received the postage costs of sending back the replacement via regular post will be requested (i.e. starting from \$9.95 AUD for Australian orders - depending on the weight, size and number of item(s)). This payment request will be sent to the buyer within **5-15 business days** from when the item(s) have been received and approved for exchange. Please note we do NOT accept payment for return postage BEFORE we received the item(s).

Under the circumstances, where the customer wants to exchange for a new or different item that differs in price, we will deduct the price of the new or different item from the price the customer has paid. Once the price difference and return postage is paid, the exchange will be processed and dispatched.

In terms of refunds, once we have received your returned item(s), your refund will be processed within **5-15 business days** and will return to your original method of payment only. Please note a **refund processing fee starting at \$9.95 AUD** for Australian orders will apply for all refunds. Larger and heavier items (eg. retro jerseys, jackets, hoodies, bags, multiple items) will incur a refund processing fee **starting at \$14.95 AUD** for Australian orders.

Exchanges and Returns will **NOT** be accepted if these above conditions are not met. An item which appears worn, damaged or without tags attached and is not returned in the same condition it was sent out will NOT be accepted for exchange or return and will be sent back to the buyer.