

ONLINE RETURNS | EXCHANGE FORM

Please post your parcel using insurance or tracking to:

BAKU ONLINE RETURNS
 15 Richmond Rd
 Homebush NSW 2140

Invoice/Order Number	
Full Name	
Contact Number	

I am returning

Style Code	Style Name	Colour	Size	Reason	Refund of Exchange	Purchase Price

A) Wrong size	B) Item doesn't suit me	C) Item not as described	D) Item was damaged	E) Recieved the wrong item
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I'd like to receive

Style Code	Style Name	Colour	Size	Purchase Price

If the total of your exchanged goods is **LESS** than the cost of your original goods, we will provide a refund onto the credit card used for the original purchase.

If the total of your exchanged goods is **MORE** than the cost of your original goods, please provide your credit card details:

Name: _____ **VISA**

Card: _____ **MASTERCARD**

Expiry: ___ / ___ CSV# ___ ___ ___

At Baku we want you to be fully satisfied with your online purchase – but if for some reason you are not 100% happy, here's what to do next. We offer quick and simple returns and exchanges as long as they are received within 31 days from when your original order was placed.

Fill in the online returns / exchange form (other side of this page)

Please ensure your name and invoice number is correct – as these are the most important details to process your refund / exchange.

Would you like to refund your item/s?

Please indicate on your Returns form if you require a refund. Indicate a reason for the return by choosing either A, B, C, D or E.

Refunds will not be issued for change of mind on sale items.

Would you like to exchange your item/s for a different size or different product?

Please indicate the items you would like to exchange for in the 'I'd like to receive' box. If the total of your exchanged goods is **MORE** than the cost of your original goods, please provide your credit card details in the bottom section of the other side of this page.

The online returns / exchange form is applicable to online purchases only. If you purchased an item from one of our stores, please refer to your receipt for terms and conditions.

Pack your product/s

Please pack all items in their original condition with swing tags and hygiene stickers attached along with the original online returns / exchange form in a secure package (to avoid damage when sending in the post). Please ensure that items are tried on over your own underwear in the interest of hygiene. If you are a resident of Australia, please take advantage of our free returns service provided by Australia Post by visiting the Parcel Returns Portal on our website. For international customers, we suggest using a method of postage that offers insurance and tracking as Baku Australia is not liable for lost return parcels.

Post the parcel

Please post the parcel to our online returns department:

BAKU ONLINE RETURNS
15 Richmond Rd
Homebush NSW 2140

When will the refund be processed?

We aim to process all refunds within 3-5 business days from the date of your returned item. Once processed, you will receive a confirmation email from us to let you know your refund has been issued.

We also understand that your items may have been purchased for an upcoming holiday or special event – in which case we will happily try to accommodate this in any way we can – please call customer service on (02) 9764 3199 to see if we can expedite the process for you!