



CREATADIRECT

Please complete this form and include with your product returns along with a copy of your Tax Invoice or Invoice Number. If you have any questions regarding a return or exchange, please contact Consultant Care on 1300 667 599 or Email - consultantcare@creata.com.

Returns & Exchange Form

Consultant Name: Miss/Mrs/Ms/Mr - _____ Consultant No: _____

Customer Name: Miss/Mrs/Ms/Mr - _____

Street Address: _____

Suburb: _____

State: _____ Postcode: _____ Phone No: _____ Date: ____ / ____ / ____

Email: _____

- *Creata Direct does not offer an exchange or refund for catalogues and/or stationery purchases.*
- *Refunds will be processed to the credit card number used in the original transaction and cannot be processed to an alternate credit card.*
- *Postage and Handling charges are non-refundable.*
- *Change of mind requests returned outside the 30 Day Return/Exchange Guarantee Period are not eligible for refunds.*

(A) RETURNED PRODUCTS

Returned Stock Number	Quantity	Invoice Number	Invoice Date	RRP	Refund	Exchange	Replace	Reason Code (See below)
TOTAL -								

REASON CODE

DUPLICATE ORDER	DO	PICKING/KEYING ERROR	ERR
PRODUCT RECEIVED DAMAGED	PD	WRONG PRODUCT ORDERED	WP
ORDER CANCELLED	OC	CHANGE OF MIND	CM

(B) EXCHANGE OR REPLACEMENT REQUEST

Requested Stock Code	Product Description	RRP	Quantity	Amount
TOTAL -			TOTAL -	

PLEASE RETURN ALL PRODUCTS BY MAIL TO:

Reply Paid 85990
Creata Direct
6/3 Central Avenue,
Thornleigh NSW 2120



Creata Direct is a Member of the Direct Selling Association of Australia and subscribes to the DSAA code of practice. www.dsaa.asn.au