

How to return an item to Freddy's

1. Fill out this form
2. Send it to online@freddys.com.au
3. We will be in touch with next steps

Your details

First name: _____

Last name: _____

Email: _____

Phone number: _____

Street address: _____

Suburb: _____

Postcode: _____

State: _____

Invoice number: _____

(please refer to your receipt or email confirmation for invoice number)

Why would you like to return your item/s?

- I'd like to submit a warranty claim
- An item was damaged in transit
- I'd like to return an item
- Other

Condition of item/s to be returned

- Purchased in the past 30 days
- Original packaging
- Unused
- With all original tags and labels

Your item/s details

Purchase date: _____

Product brand: _____

Product name: _____

Quantity: _____

Reason for return:

Preferred outcome of return

- Replacement
- Refund
- Repair
- Other (please specify) _____

Preferred method of return

- Send item/s via courier
- Send item/s via Australia Post
- Drop item/s off in store

Please return this form to online@freddys.com.au before sending us any items to be returned

Please allow us one business day to view your request. We'll be in touch as soon as we're done. We will then send you details on how to return your physical item/s.