|  |  |
| --- | --- |
| A picture containing water  Description automatically generatedReturns/Exchange Request Form | Titley’s Department Store 60 Gill Street  Charters Towers QLD 4820  07 4787 2477  fashion@titleys.com.au |
| Our return policy allows you to return or exchange items within 30 days of the purchase date.  The item must be   * unworn and unwashed * the labels and tags attached * **the item must be in its original undamaged packaging** * proof of purchase (i.e. Tax Invoice) must be provided   **Refund’s will not be processed if the above conditions are not met**  **Customer Information** |  |
|  |  |
| Name (Last, first, Company) | Date |
|  |  |
| Street address, City, ST, Post Code | Invoice Number (e.g. 17-00025731) |
|  |  |
| Primary phone number | Other phone number | Email address |

**Type of Request ZipPay Reference (1234567) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| * Refund | * Exchange (will incur a postage fee) |  |  |  |

**Flat Rate - $9.95**

**ADD** **THE** **DETAILS** **OF** **YOUR** **RETURN** **BELOW:**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| PRODUCT NAME | PRODUCT CODE | QTY | REASON FOR RETURN | **RETURN** **CODES**  **1** **=** **Changed** **my** **mind** **2** **=** **Doesn’t** **suit** **me**  **3** **=** **Wrong Size**  **4 = Incorrect** **item** **received**  **5** **=** **Damaged/Faulty** |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |

If you’d like to exchange your return for another item, please request that item/s below. If the size you request is

unavailable, we will contact you.

|  |  |  |
| --- | --- | --- |
| Style Name: | Size: | Colour: |

**PLEASE** **ADDRESS** **YOUR** **RETURN** **PACKAGE** **TO:**

**Titley’s Department Store Returns**

**60 Gill Street**

**Charters Towers QLD 4820**

Please list Titley’s Department Store staff members that were contacted regarding this matter:

|  |  |  |  |
| --- | --- | --- | --- |
|  |  |  |  |
| Name |  |  | Date |