



BASE 2 BASE SPORTS

RETURNS FORM

CUSTOMER INFORMATION

Customer Name	Order #
---------------	---------

PRODUCT INFORMATION

Product Name	Size	Reason <i>(please refer below)</i>	Exchange	Store Credit	Refund <i>(faulty products only)</i>
		(1) Size/Fit (2) Change of Mind (3) Other (4) Faulty			

AGREEMENT TERMS

RETURNS + EXCHANGES

We urge our customers to select carefully.

Please contact Base 2 Base Sports at admin@base2base.com.au within 7 days from the date of delivery to make a return for exchange or credit note.

Base 2 Base Sports only accepts the return of unworn and unused items in their original condition, items must be returned in its original packaging with all tags still attached within 14 days; once received we will happily offer an exchange or store credit.

Please note: Refunds are reserved for manufacturing fault only.

If you are unsure about fit or if you have any other questions, please contact admin@base2base.com.au and we'll be happy to help.

RETURN/EXCHANGE PROCEDURE

Step 1: Complete the returns and exchanges form and email to admin@base2base.com.au within 7 days from the date of delivery.

Step 2: Return the product/s to:
Base 2 Base Sports PO Box 1662 OXFENFORD QLD 4210

We strongly suggest you send your returns using a traceable method. Items must be returned in original condition with tags still intact.

In the event you need to exchange a product for a different size, we unfortunately cannot guarantee that your size will be in stock when we receive your return and in this case we will issue you with a store credit.

Shipping: Base 2 Base Sports will not be responsible for return shipping costs for returns, exchanges or change of mind items. And it is the responsibility of the customer to cover shipping costs to dispatch their updated order upon exchange of goods.

All returns or product exchange items sent back to Base 2 Base Sports must be pre-paid postage; Base 2 Base does not accept "return to sender" or "receiver pays" postage items.

Step 3: We will contact you via email once your return parcel has been processed to arrange your exchange or store credit. Once received, all returns and exchanges will be processed within 5 working days.

IMPORTANT INFORMATION:

Base 2 Base Sports can offer Store Credit only for change of mind.

Base 2 Base Sports only accepts the return of unworn and unused items in their original condition within 14 days of order delivery for exchange or credit note only.

Online purchases can only be returned for exchange or credit note via post, to our Australian Postal address. We recommend returning the parcel using a registered postal service. Base 2 Base Sports cannot be responsible for lost or undelivered returns.

- We do not accept any return requests for change of mind on SALE items purchased. No exceptions.
- We do not accept returns on previously credited items.
- We will not process refunds on Afterpay processed payments.

Please Note: Base 2 Base may not accept product returns if any of the following apply:

- Incomplete or missing parts The customer has changed their mind or decided they do not like the goods
- There are signs of physical damage to the product
- The product has been damaged due to unreasonable or unintended use

FAULTY ITEMS

If an item is faulty, please contact our Customer Service team to arrange return. Please email admin@base2base.com.au to explain the problem, along with photo's we can forward to the manufacturer.

If the item is deemed to have a manufacturing fault, a repair or replacement can be issued first. A refund will be issued if we cannot repair or replace the item, or in approved circumstances. Return postage of items with manufacturing faults will be reimbursed upon receipt.

We reserve the right to inspect the product, in cases deemed necessary, if reported as faulty before issuing either credit or refund. Allowing 14 days to be sent to our Head Office in Queensland, Australia.

All store credits or refunds for any return will be issued once received at our Australian returns address with relevant paperwork.

Base 2 Base Sports reserves the right to deny a return, if it does not meet our returns policy or was not authorised via email prior to receipt.

SIGNATURE

Name	Signature	Date
------	-----------	------