



# UNBROKEN.

## Returns Form

### Wish to return something?

No worries! We're here to make it easy for you. If you're not thrilled with your purchase, you can exchange it, get a refund, or receive store credit. Here's how it works:

- Make sure your item is **unworn, in original packaging and in perfect condition.**
- Keep it **unwashed and unaltered, with original tags still attached.**
- Lastly, we ask that it is returned within **30 days of the purchase date.**

Once we receive it, we'll process your return in 2–3 business days. Refunds take 3–7 business days.

For all items other than those in our spandex collections and amateur boxing competition collections, you cover the return postage. But if your item is faulty or not what you ordered, shoot us an email at [info@unbroken.com.au](mailto:info@unbroken.com.au) before sending it back, and we'll provide a shipping label for a free return.

If you choose store credit, you can use it when you check out through your online [unbroken.com.au](http://unbroken.com.au) account after we've processed your return.

### Order number:

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### I would like to:

Exchange (AUS only)
  Online Store Credit
  Refund

Return Reason Code: 1. Too small 2. Too big 3. Change of mind 5. Not as Expected 5. Incorrect item* 6. Faulty/Poor Quality* 7. Other*								
Purchase Quantity	Purchase Product Name	Purchase Colour	Purchase Size	Reason Code	Exchange Quantity°	Exchange Product Name°	Exchange Colour°	Exchange Size°

**Comments:**

\* If the item(s) you wish to return is faulty or not as ordered, **please describe the issue in the comment box above** and reach out to us before sending your return.  
 ° Exchanges are available only to Australian shoppers and are subject to availability. We're happy to exchange for new item(s) of the same or lesser value as the original purchase.

### Completing this returns form.

Please fill in the required fields above and include this form with your parcel when returning it to the address provided. For further details on our returns policy, please check the reverse side of this form or visit [unbroken.com.au/policies/refund-policy](http://unbroken.com.au/policies/refund-policy).



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## Is my order eligible for free returns?

Currently, our spandex and amateur boxing competition collections are eligible for free returns.

We're striving to expand this benefit to more of our products soon. While we work towards this, we greatly appreciate your patience and support.

## How do I process my free return?

To initiate a return, log in to your Unbroken account by clicking the profile icon in the store's navigation or visiting [account.unbroken.com.au](https://account.unbroken.com.au).

### Step 1: Log in to your account:

- In the **email** field, enter your email address, and then click **continue**.
- In your email account, open the email sent from our store and copy the six-digit verification code included in the email.
- Go back to the online store, and then enter a six-digit verification code.

**Step 2:** Select the order that contains the items you wish to return.

**Step 3:** Choose the item(s) you want to return if your order contains multiple items.

**Step 4:** Provide a reason for the return and add any necessary notes.

**Step 5:** Click **request return**.

Once your return is approved, you'll receive an email with shipping instructions and a return label if shipping is required. Simply attach the label to your parcel and send it back to us. We'll process your refund once we receive the returned item.

## How do I lodge a return for all products ineligible for free returns?

Please accurately and legibly fill out our returns form on the reverse side of this card. This will help us process your order smoothly and without delay.

Send the completed form and item(s) to:

**Unbroken**  
4/93 St Thomas Street,  
Clovelly NSW 2031, Australia.

## What are your requirements for processing returns, exchanges or store credits?

To qualify for a refund, exchange, or store credit, ensure your item(s) are:

- Unworn, in original packaging, and in perfect condition.
- Unwashed and unaltered, with original tags still attached.
- Returned within 30 days of the purchase date.

All items are thoroughly inspected. Items with animal or human hair will not be accepted. Additionally, we cannot accept returns on underwear or socks for hygiene reasons.

## What is your exchange policy?

Exchanges are available to Australian shoppers only and are subject to availability. We'll exchange for new item(s) of equal or lesser value.

## Do I need to pay for return postage?

For all items not eligible for free returns:

- You'll be responsible for covering the cost of return postage.
- We recommend using a tracked postal service for added security.
- Please ensure your return is securely packaged to prevent damage during transit.

With a tracked service, you can monitor the progress of your return to ensure it reaches us safely.

## How long will my return, exchange, store credit, or refund take?

- Returns may take 2–3 business days.
- Exchanges may take 3–7 business days.
- Store credits are issued promptly upon finalisation.
- Refunds may take 3–7 business days to reflect in your bank account.

## Can I return items I purchased on sale?

Sale items can be returned for store credit equivalent to the original purchase value.

## What do I do if my item(s) is faulty or incorrect?

Contact us with a description and photo of the issue. We'll replace the item if possible; otherwise, we offer a full refund or store credit.

Fill out all necessary fields on the back of this form, adding a detailed description in the comments. Please contact us before returning it so we can arrange postage. If the mistake is on our end, we'll cover the return and resend costs.

## Can I get a refund on orders paid via pay-later services?

Orders paid via any Pay-Later services at full price are eligible for a full refund.