

Returns Form

To submit a Returns request, please complete the following form. Returns/refund cannot be completed unless this form is filled out and accompanied with the return items.

Full Name:	
Order Number:	
Phone:	Email:
Original Shipping Address:	

Where to return the items?

Please ship the items to the address below.
We highly recommend to return all products via a tracked shipping service.

Name: Switch Boss Returns
Return Address: PO Box 575, CAPALABA QLD 4157

Product Information

Date of Purchase:
Reason for Return:
<div style="display: flex; justify-content: space-around;"> Change of Mind Purchased Incorrect Item No Longer Required </div>
Other reason:

Product Returns Determination

Switch Boss staff will inspect and test the product to ensure all parts are returned, and the return unit(s) are in perfect restocking and resalable condition. After our evaluation, the return will be processed, generally, on same day it was received. Please allow ample time for the returned item to be received as shipping can take up to 7-10 business days.

Returns that were purchased with our Free Shipping service will have a Restocking Fee* applied to the return. Items purchased with paid shipping will have the full amount of the product refunded less the shipping cost paid by the customer. Please ensure this form is accompanied with the returned items as failure to do so will risk the return being not identifiable and remain unprocessed.

Return Claims will be void for:

- Returned items that failed due to an accident, purchaser's abuse or neglect.
- Returned items that failed due to incorrect voltage, load or improper wiring.
- Returned items that failed due to rain, excessive humidity, corrosive environments or other contaminants.
- Any item damaged in return shipment.
- Any product failure caused by installing or operating product under conditions not in accordance with installation and operation guidelines or damaged by contact with tools or surroundings.
- Returned items with cosmetic defects that do not interfere with product functionality.
- Returned items that are incomplete, worn or damaged.

**Restocking Fee: We have a restocking fee in place to cover our original postage costs, processing and payment fees, dispatch labour and testing of returned items. If the item was originally sent with our Free Shipping service, it will be processed with the following fee deducted:
\$2.50 for Untracked Orders, \$8.95 for Parcels <1kg, \$14 for Parcels >1kg.*

Signature: _____

By signing the Returns form, I agree to the terms and conditions set forth on this form, and the full Returns Policy .