



# ONLINE RETURN & EXCHANGE FORM

## Thank you for shopping at Russell Athletic.

We hope you are happy with the items that you have ordered. If an item that you have ordered is unsuitable, please return it to us for an exchange or refund within 30 days of the date of your order (unless faulty).

View our returns policy online at [www.russellathletic.com.au](http://www.russellathletic.com.au) or email us at [online@mitchdowd.com.au](mailto:online@mitchdowd.com.au)

### TO RETURN AN ITEM:

- 1** Pack your item in secure packaging.
- 2** Include a copy of your invoice or proof of purchase with your item.
- 3** Complete and include the Returns Form below via a prepaid and traceable method to ensure safe and documented delivery to:

**RUSSELL ATHLETIC RETURNS**  
c/o Mitch Dowd  
615 Warrigal Road  
Ashwood, VIC, 3124

### REASON FOR REFUND / EXCHANGE

Please tick one.

- Poor quality / faulty
- Doesn't fit
- Incorrect item received
- Parcel damaged on arrival

NAME:	
ADDRESS:	
CONTACT NUMBER:	
EMAIL:	
ORDER NO.	

QTY:	STYLE CODE:	COLOUR:	SIZE:	REFUND: (tick if applicable)	EXCHANGE: (item you want to receive)

### FOR ANY FURTHER QUERIES PLEASE CONTACT:

Russell Athletic Customer Service Monday – Friday 9am – 4pm Telephone 9564 4656 Email: [online@mitchdowd.com.au](mailto:online@mitchdowd.com.au)  
Mistiyarn PTY LTD



# ONLINE RETURN & EXCHANGE

## Terms & Conditions

Unless faulty or covered by an Australian Consumer Law guarantee, item(s) must be received back within 30 days of the date of your order. After 30 days, Russell Athletic cannot accept returns for any reason other than if it is faulty (detailed further below) or covered by an Australian Consumer Law guarantee.

### CHANGE OF MIND RETURNS

If you change your mind, or make a wrong decision, Russell Athletic will happily assist you with an exchange or refund, provided the products\*:

- are in saleable condition;
- are in their original packaging with all tags, labels & hygienic protector still intact;
- have not been worn, damaged or washed;
- are accompanied by a valid proof of purchase including original invoice; and
- are returned up until 30 days from the date of purchase.

\*Change of mind returns are not available on items marked FINAL SALE, unless unknowingly sold with faults. Known faulty items marked as FINAL SALE cannot be returned.

Product will be exchanged for other items you choose or refunded to the original card of purchase.

All exchanges are subject to availability.

The original shipping charges are not refundable, however if you are exchanging for an alternative item, you will not be charged postage for the first exchange. All subsequent exchanges will be charged postage at Russell Athletic's normal rates.

### RETURNS PROCESS - TO ONLINE STORE

To return an item:

- 1.) Pack your item in secure packaging.
- 2.) Include a copy of your invoice or proof of purchase with your item.
- 3.) Please also include a fully completed Russell Athletic Return Form. This was supplied with your order. If you didn't receive a Returns Form, please contact us at **hello@russellathletic.com.au** and we will send you a new form.
- 4.) Send package including invoice and Returns Form via a prepaid and traceable method to ensure safe and documented delivery to:

**RUSSELL ATHLETIC RETURNS**  
c/o Mitch Dowd  
615 Warrigal Road  
Ashwood, VIC, 3124

Please note that Russell Athletic take no responsibility for missing incoming deliveries. Return shipping charges are not refundable.

### FAULTY GARMENTS / ITEMS

If you have received a faulty garment/item from an online order, please contact our Customer Service Department on **1800 411 583** or at **hello@russellathletic.com.au**.

If you are returning the item by post to us, please follow the Returns Process as described above. The alleged fault must be clearly identified to us in order for the item to be assessed. Russell Athletic will reimburse any reasonable shipping charges for return of goods that are deemed faulty.

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. If you purchased a product with a major fault, you have the right to ask for your choice of a replacement or refund. If you purchased a product with a minor fault, we can choose to give you a free repair instead of a replacement or refund.

Further information is available at <https://www.accc.gov.au/consumers/consumer-rights-guarantees/repair-replace-refund>

**Please note these are Russell Athletic's online terms & conditions.**