

# RETURNS/EXCHANGES FORM

ITEM	COLOUR	Original Packaging	QUANTITY	BRIEF RETURN DESCRIPTION	EXCHANGE/STORE CREDIT/REFUND (PLEASE TICK)			Reason for return Please choose from below
					EXCHANGE	STORE CREDIT	REFUND	
					EXCHANGE	STORE CREDIT	REFUND	
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**REASON:** 1) Lost    2) Damaged    3) Incorrect Items received    4) Change of mind    5) Other: \_\_\_\_\_

**10.4 How to return Products**

(a) You must provide us with:

- (i) proof of purchase by producing the original tax Invoice or other form of proof such as proof of payment;
  - (ii) the goods listed on the tax invoice with all original packaging and manuals enclosed (including any bonus offers if applicable);
  - (iii) goods in their original condition;
  - (iv) goods with their tags remaining attached;
  - (v) suitable identification to identify you as the original purchaser; and
  - (vi) our online returns form which details the fault or issue with the goods and that the fault or issue was not caused by you.
- (b) We reserve the right to refuse any request for cancellations, exchanges, alterations, amendments, returns and refunds in accordance with the Australian Consumer Law.
- (c) You will be liable for any costs incurred relating to delivery, where the products have been delivered to you, unless the product is found to be fault or damaged.
- (d) Returns or refunds will not be offered where any products have been marked as “undeliverable” by the shipping provider.
- (e) You may be charged 20% of the purchase price of your purchase for the administrative and handling costs associated with any exchange, alteration, amendment return or refund in accordance with the Australian Consumer Law.
- (f) Please download and complete our online returns form to ensure we can process your refund as quickly as possible.

ALL UNITS HAVE TO BE RETURNED WRAPPED SAFELY BUBBLE WRAP. IF UNITS ARE NOT WRAPPED WE WILL NOT ACCEPT THE RETURN! AND YOU WILL BE RESPONSIBLE FOR SHIPPING BACK TO YOUR ADDRESS.

**Please sign here:**

Signature:

Date:

Please fill this form out and return the items via Post. We do not accept returns in Person.

Polar Breezy  
4/50-52 Derby St,  
Silverwater, NSW 2128

Polar Breezy must be contacted prior to online orders being shipped

Please email [support@polarbreezy.com.au](mailto:support@polarbreezy.com.au)

Order Number:  
Date of purchase:  
Full name:

Please send my replacements to;  
Name:  
Address: