


Products purchased from Pirez and under warranty may be returned by completing the following procedure.

Note : Refunds or replacement items will not be authorised until returned goods have been received and inspected.

Goods not returned in the standard to which they were sent may attract a restocking fee.

Procedure	Customer Details			
<ol style="list-style-type: none"> Contact us for a Product Return Authorisation number (PRA). Enter on the sender shipping label & here  Complete all sections of the PRA and return via email to sales@pirez.com.au. Print a copy of this PRA form and detach the address label from the bottom of this form. Place the remaining form in with the packaged item(s) being returned. Goods must be appropriately wrapped to prevent damage in transit - Pirez will not be held libel for any damage done to returned goods in transit. Ship only the authorised items to the address on the label. 	PRA No :		Date :	
	Name :			
	Address :			
	Suburb :		Postcode :	State :
	Email :			
	Phone :			

Purchase Details	
Purchase Date :	Order No:
Product Code :	Purchased by :
Serial number :	<input type="checkbox"/> eBay <input type="checkbox"/> Website <input type="checkbox"/> Phone Order <input type="checkbox"/> In-Store
Item Description :	
Reason for return :	<input type="checkbox"/> Ordered wrong item <input type="checkbox"/> Wrong item delivered <input type="checkbox"/> Item faulty <input type="checkbox"/> Other
Request: <input type="checkbox"/> Replacement <input type="checkbox"/> Exchange <input type="checkbox"/> Store Credit <input type="checkbox"/> Refund	

Shipping Labels



SENDER: Address: Suburb: State: Postcode: PRA Number:	TO: PIREZ ELECTRIC BIKES UNIT 4 / 207 DERRIMUT DRIVE DERRIMUT VIC 3026
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