



RETURNS AUTHORISATION FORM

Thank you for ordering through Rebel Coffee Co. We are committed to customer satisfaction. If you receive any merchandise that you are unhappy with for any reason, simply return it to us within 100 days in the condition that you received it (i.e. including box, bags and tags) and we will happily refund or exchange. We will also ship your exchange request back to you for free.

Returns can be sent from your nearest Australia Post office. Just address the product to:

Attn: Rebel Coffee Co – Returns
217 South Road
Ridleyton SA 5008

If you received products that were damaged, defective or if we shipped you the incorrect item we will gladly pay for the return shipping cost as well as shipping the item back to you. If the returned item was what you ordered but you have since changed your mind (i.e. you were not happy with your choice of size, colour or style) then we ask that you pay for the cost of returning the item to us. We think that's only fair. We will however cover the cost of shipping the new item back to you.

Rebel Coffee Co will send you an email when your item has been received by us and processed. Please allow 7-14 business days for our returns team to receive and process the return.

Rebel Coffee Co Life aims to process your refund within one working day from the date of delivery. We will send you an email once it has been processed, but please allow 3-5 working days for the refund to appear in your bank account due to bank processing time.

Due to health reasons, any nutritional, supplements or under garments bought from us cannot be returned unless they are faulty.

Thanks
Team Rebel

Exchanges and Returns

Please check the appropriate box (select one).
Please allow up to 7 business days for us to receive your merchandise.

- Exchange
 Refund
 Store Credit

Returns information:

Your Name: _____

Your Return Address: _____

Your Order Number: _____

Your Contact Email: _____

Your Contact Number: _____

Items you are returning:

QTY	Product Name	Colour	Size	Reason
_____	_____	_____	_____	_____
_____	_____	_____	_____	_____
_____	_____	_____	_____	_____
_____	_____	_____	_____	_____

Items you would like instead (if you are requesting an exchange)

Please specify which items you would like to receive as an exchange including the quantity, brand, product name, colour and size. You will receive email confirmation once your exchange is complete.

QTY	Product Name	Colour	Size	Brand
_____	_____	_____	_____	_____
_____	_____	_____	_____	_____
_____	_____	_____	_____	_____

Please send returns to Attn: Rebel Coffee Co. – Returns. 217 South Road, Ridleyton, SA, 5008

We recommend sending returns via registered post as we do not accept responsibility for lost item. Refunds and returns are not available on free promotional items.