

Helios

Returns & Exchange Form - www.heliosnails.com.au

All Returns Are To Be Sent to:
Heritage Brands
PO Box 1435
Clayton South VIC 3169

YOUR ORDER SUMMARY						
Tax Invoice Number	Name	Contact Phone Number	Email Address			
QTY	STOCK CODE	DESCRIPTION	REFUND ?	EXCHANGE ?	REPLACEMENT ITEM CODE	REASON CODE
						1 - Incorrect Item 2 - Item Faulty 3 - Poor Quality 4 - Other

You may send your return by regular mail however we recommend registered mail so that we can track your return.

If for any reason you are not satisfied with your purchase please return it within 14 days for refund or exchange excluding freight fee (if applicable). Items must be returned in original condition and original packaging.

If you receive a defective or incorrect product: Contact (within 14 days of purchase) our very friendly Customer Service team on 1300 650 981 (Monday – Friday 0900 – 1700 AEST) or through our contact form. We will reimburse you for the purchase costs including the return postage or replace the faulty product.

If you have any queries regarding your return or refund please contact us using the Contact Us form or by phone 1300 650 981 (Monday - Friday 9.00 - 17.00 AEST)