

PRODUCT RETURN

UBYKATE

UBYKATE

PO Box 282, Willoughby, NSW 2068.

Phone: 02 9958 5100 Email: returns@ubykate.com



STEP 1

PROVIDE PURCHASE AND PURCHASER INFO

NAME		ORDER NO.
STREET ADDRESS		
SUBURB		ORDER DATE
STATE / POSTCODE		
EMAIL		
PHONE		

STEP 2

RETURNED ITEM AND REASON

ITEM	
REASON FOR RETURN	

STEP 3

INSTRUCTIONS FOR RETURNING TO US

Please enclose this product & return form and include a prepaid self addressed registered post satchel.
*Please include a postage receipt and if the fault is found to be with the product, we will refund your postage.

Send to: Ubykate Workshop PO Box 282, Willoughby, NSW 2068. PLEASE MARK WITH 'AUTHORITY TO LEAVE.'

OFFICE USE ONLY

DATE RECEIVED	
PROCESSED BY	
ACTION TAKEN	

RETURN POLICY

UBYKATE

Thank you for your business.

Following are the terms and conditions that constitute our Return Policy.

YOUR ENTITLEMENT TO A REFUND OR EXCHANGE

- You will be entitled to a refund or exchange where we are required to do so under any relevant laws, including the Australian Consumer Law. You may ask for a refund or exchange if an item has a major problem, or is significantly different to what you asked for.
- In the event that you believe that you are entitled to a refund or exchange, you must provide us with your full name and address, the original order number, and the reason for claiming the refund or exchange.
- You will not be entitled to a refund or exchange where you have simply changed your mind, so please choose items carefully.

SHIPPING AND HANDLING CHARGES

- Shipping charges applied to the original purchase are non-refundable.
- Shipping costs for returned items for exchange of size are the responsibility of the customer and are non-refundable.
- Shipping costs for returned items where the fault is found to be with the manufacturing of the products are the responsibility of Ubykate, please include a postage receipt and your return shipping to us will be refunded.

EXCHANGES & REFUNDS

- If you wish to return an item to us, we recommend that you do so as soon as possible after becoming aware of the issue prompting your request for a refund or exchange. Delayed claims for refunds or exchanges may lead to your request for an exchange or refunds being rejected.
- We reserve the right to assess the condition of a returned item prior to offering a refund or exchange. This may result in a refund or exchange being refused by us. You may be entitled to a refund equal to the cost of the item only. You may be entitled to an exchange for an identical item, or one of a similar value.
- If we don't have your replacement size available you will be offered a credit note.

ADDITIONAL INFORMATION

- For our full terms and conditions and refunds and exchange policy, please refer to our website www.ubykate.com

CONTACT INFORMATION

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