

# RETURN REQUEST FORM

# TOJHÀ

TOJHÀ  
31 Hatherley Grove,  
Altona North, VIC 3025  
AUSTRALIA  
customercare@tojha.com.au

## STEP 1

### PROVIDE PURCHASE AND CUSTOMER INFO

<b>NAME</b>		<b>ORDER NO.</b>
<b>BUS. NAME</b> if applicable		
<b>ADDRESS</b>		<b>DELIVERY DATE</b> if known
<b>PHONE</b>		

## STEP 2

### RETURN ITEM AND REASON

PLEASE TICK/CHECK BOX

STYLE NAME	SIZE	REASON FOR RETURN	REFUND	EXCHANGE
			<input type="checkbox"/>	<input type="checkbox"/>

## STEP 3

### PROVIDE ADDITIONAL COMMENTS optional

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## STEP 4

### ENCLOSE RETURN FORM WITH MERCHANDISE IN WELL-SEALED BOX. MAIL TO ADDRESS, BELOW.

TOJHA  
Online Returns  
**31 Hatherley Grove,**  
**Altona North, VIC 3025**  
**AUSTRALIA**  
+61 3 9391 2657

Please include this form/page with your item for Return.

# RETURN POLICY

# TOJHÀ

## Thank you for your purchase.

Not satisfied with your purchase? We're here to help.

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

### RETURNS & EXCHANGES

- Returns must be initiated within **7 days** from the date you received your purchase, **to qualify for a full Refund.**
- Returns must be initiated within **14 days** from the date you received your purchase, **to qualify for an Exchange/Credit.**
- **Sale Items cannot be returned or refunded.** Sale items are final sale. Sale Items include all items listed in Outlet, any items marked with sale prices, and any EOFY, End of Season Sale or 'Click Frenzy' Promotional Sale.
- Items must be in their original state and condition, with the Returns Tag attached and in the original packaging.
- If the item is deemed faulty, return shipping charges will be covered by TOJHA, and a replacement will be sent once the original item has been received and reviewed.
- Include the Return Request Form with the item.
- Please allow 5-10 business days for the processing of returned items.

### REFUNDS

- Customers will be notified via email upon receipt of returned item.
- An additional email will be sent within 5-10 business days of receipt regarding the status of the return.
- Refunds will be returned to you in the manner you paid for the item (debit, credit card or via AfterPay). Any items purchased via TOJHA Credit or E-Vouchers, will be returned in TOJHA Credit.
- It may take up to 10 days for a refund to reach the account utilised for purchase.
- A restocking fee of \$10.00 may be deducted from your total refunded amount.

### SHIPPING AND HANDLING CHARGES

- Shipping charges applied to the original purchase are non-refundable.
- Shipping costs for returned items are the responsibility of the customer and are non-refundable.
- If the item is deemed faulty, return shipping charges will be covered by TOJHA.

For orders delivered outside of Australia where the product may be faulty or we have not delivered what you ordered, please contact our Customer Service team via email at [customercare@tojha.com.au](mailto:customercare@tojha.com.au) where you will be advised of the return process.

It is advised you keep a tracking reference for your parcel, so you know when it has been delivered to TOJHA Returns.

Every endeavour is made to ensure returns are processed within 5-10 business days of receiving your return.  
This policy applies to products purchased from the website [www.tojha.com.au](http://www.tojha.com.au)