



## Customer Return / Exchange / Repair

Date: \_\_\_\_\_ Purchased from:  Crows Nest  Richmond  online / phone order

For return or exchange of goods, your product **must** be in new condition (including packaging).  
If you are a top3 member you will not need to provide your receipt as we will have it on our system.

**Please complete this form, and post it back with your product in its original packaging to:  
top3 by design, Attn: Returns Manager, 168 Willoughby Road, Crows Nest NSW 2065**

If you would like an exchange, please call 1300 867 333 or email [aftersalescare@top3.com.au](mailto:aftersalescare@top3.com.au) to arrange your selection to be set aside.

Name: \_\_\_\_\_ Are you a top3 member?  Yes  No

Your best contact number: \_\_\_\_\_ Email: \_\_\_\_\_

Postal address: \_\_\_\_\_  
\_\_\_\_\_

Date purchased: \_\_\_\_\_ Receipt attached:  Yes  No

Product / brand name: \_\_\_\_\_ Colour / size: \_\_\_\_\_

Product description: \_\_\_\_\_ Model / serial number: \_\_\_\_\_

Have you discussed this with someone at top3 already?  Yes  No If yes, who? \_\_\_\_\_

**Would you like:**  Refund  Repair or exchange (if the product cannot be repaired we will arrange a replacement)

**Reason for return:**  Change of mind  Product faulty (please explain below)

\_\_\_\_\_  
\_\_\_\_\_

Additional information about your return can be attached to this form, or written on the back.

Your Signature: \_\_\_\_\_ Received by top3 staff member (name): \_\_\_\_\_

**Internal use**

Has the customer received:  an exchange / date: \_\_\_\_\_

Initial: \_\_\_\_\_

a refund / date: \_\_\_\_\_

Initial: \_\_\_\_\_

**top3 by design** Australia's design store

[Head office] 168 Willoughby Road, Crows Nest NSW 2065

Store locations: **Sydney** Crows Nest **Melbourne** Richmond

Phone orders: **1300 TOP 333** [1300 867 333] Shop online: **top3.com.au**