



# RETURN AUTHORISATION FORM

Koolaman hopes that you love your new purchase. In the event that the length or style of your necklace is not exactly as you imagined, we are happy to exchange unworn necklaces within 21 days of delivery of your order. Simply return your necklace to us in your Koolaman gift box or other protective packaging along with this completed form by following the instructions below.

Any difference in price between the necklaces will be payable/refunded as applicable.

Please note that due to the pieces being personalised to order, there is no return or exchange of items that have been hand stamped. Also, in the interest of hygiene there is no return or exchange on earrings. In the event that there is an error in the hand stamping or a piece is faulty, please contact us immediately via phone +61 3 5726 5577 or email [info@koolaman.com.au](mailto:info@koolaman.com.au)

*If required urgently:* avoid any unnecessary delays by re-ordering online and we will promptly refund your credit card when the customer service team processes your return.

Order Number: \_\_\_\_\_ Today's Date: \_\_\_\_\_

Name: \_\_\_\_\_

Daytime Phone Number: \_\_\_\_\_

Email Address: \_\_\_\_\_

Postal Address: \_\_\_\_\_

\_\_\_\_\_ Postcode: \_\_\_\_\_

Shipping Address : (if different to above) \_\_\_\_\_

\_\_\_\_\_ Postcode: \_\_\_\_\_

**PLEASE RETURN  
YOUR PACKAGE TO:**  
  
**S. CLAYTON & L. O'KEEFE  
12 CHISHOLM STREET  
WANGARATTA  
VIC 3677  
AUSTRALIA**

Chain & Length	Reason for Return	Necklace Price (IF KNOWN)	Action (circle)
			EXCHANGE / REFUND

IF EXCHANGING NECKLACE PLEASE SPECIFY REPLACEMENT ITEM BELOW:

Chain & Length	Necklace Price (IF KNOWN)

CREDIT CARD DETAILS (REQUIRED FOR REFUNDS/CHARGES)

Cardholder Name: \_\_\_\_\_

Card Number: \_\_\_\_\_

CVV: \_\_\_\_\_ Expiry: \_\_\_\_\_

**PLEASE NOTE:**  
  
Koolaman are unable to exchange worn necklaces.  
Koolaman are unable to accept liability for any necklaces lost or damaged in transit.

## RETURN CHECKLIST

- Please print and complete this Return Authorisation form, which must be included with your return/exchange
- All returns/exchanges must be sent in secure packaging e.g., as you received your product, boxed.
- All returns/exchanges are the responsibility of the sender we strongly recommend you return the parcel via signature post
- Please allow up to 2 weeks for necklace exchange

Thank you. Lisa, Stacey & the Koolaman Team x

**Office Use Only:**  
  
Date Received: .....  
Refund/Exchange Amount \$ .....  
Receipt Number: .....  
Initials: .....