

# EXCHANGE FORM



ORDER DATE:

ORDER NUMBER:

CUSTOMER INFORMATION:

NAME:

PHONE:

EMAIL:

ORDER DETAILS	ORDERED		REQUESTED	
	SIZE	QUANTITY	SIZE	QUANTITY
PRODUCT				

**REASON FOR EXCHANGE:**

- FIT / INCORRECT SIZE
- INCORRECT ITEM RECEIVED
- FAULTY
- OTHER: \_\_\_\_\_

**NOTES**

**RETURNS AND EXCHANGE OVERVIEW**

Exchange and returns must be returned to Valour with proof of purchase in their original condition; unworn, unwashed, with its original packaging and the tags still attached. Returns and exchanges, except where the item is deemed to be faulty, must be received by Valour within fourteen (14) days of the dispatch date. Valour does not offer free returns. By Australian Consumer Law, if the item(s) are deemed to have a manufacturing fault a replacement, repair or refund may be provided. Proof of purchase is required for all returns and exchanges. Items must be exchanged for like products or a credit note/gift voucher will be issued. Sale items are non-refundable and not exchangeable unless the product is faulty or otherwise meets the requirements as outlined by the Australian Competition & Consumer Commission (ACCC) for us to do so. Valour cannot accept returns or exchanges of customised garments unless items are found to be faulty, or incorrectly customised according to what was agreed with your association. Valour will not be held liable for parcels lost in transit. Please allow 7 business days for the return to be processed and the credit/gift card to be applied to your account. Postage costs will not be refunded.

**For more information about Faulty Goods, Custom Orders or the Returns and Exchange Policy please refer to [valoursport.com.au](http://valoursport.com.au)**

**PLEASE RETURN YOUR EXCHANGE TO:**

To your relevant Uniform Shop.

Contact your uniform shop for specific return processes

**VALOUR CONTACT:**

1300 VALOUR  
ONLINE@VALOURSPORT.COM.AU  
VALOURSPORT.COM.AU