

# ONLINE RETURN & EXCHANGE FORM

## Thank you for shopping at Everlast Australia.

We hope you are happy with the items that you have ordered.

If an item that you have ordered is unsuitable, please return it to us for an exchange or refund within 30 days of the date of your order (unless faulty).

View our returns policy online at www.everlastboxing.com.au/returns or email us at customerservice@everlastboxing.com.au

## TO RETURN AN ITEM:

- Pack your item in secure packaging.
- Include a copy of your invoice or proof of purchase with your item.
- Complete and include the Returns Form below via a prepaid and traceable method to ensure safe and documented delivery to:

c/o AQR
5/2 Tube Street
Sunshine North, VIC 3020

REASON FOR REFUND / EXCHANGE Please tick one.					
	Poor quality / faulty				
	Doesn't fit				
	Incorrect item received				
	Parcel damaged on arrival				

NAME:	
ADDRESS:	
CONTACT NUMBER:	
EMAIL:	
ORDER NO.	

QTY:	STYLE CODE:	COLOUR:	SIZE:	REFUND: (tick if applicable)	EXCHANGE: (item you want to receive)

### FOR ANY FURTHER QUERIES PLEASE CONTACT:

Everlast Australia Customer Service | Monday - Friday 8am - 4pm | Telephone: 1800 959 667 | Email: customerservice@everlastboxing.com.au



## ONLINE RETURN & EXCHANGE

## **Terms & Conditions**

Unless faulty, item(s) must be received back within 30 days of the date of your order. After 30 days, Everlast Australia cannot accept returns for any reason other than if it is faulty (detailed further below).

#### **CHANGE OF MIND RETURNS**

If you change your mind, or make a wrong decision, Everlast Australia will happily assist you with an exchange or refund, provided the products\*:

- · are in saleable condition;
- are in their original packaging with all tags, labels & hygienic protector still intact;
- have not been worn, damaged or washed;
- are accompanied by a valid proof of purchase including original invoice; and
- are returned up until 30 days from the date of purchase.

\*Change of mind returns are not available on items marked FINAL SALE, unless sold with undisclosed faults. Faulty items marked as FINAL SALE, with the faults disclosed, cannot be returned.

Product will be exchanged for other items you choose or refunded to the original payment method.

All exchanges are subject to availability.

You are responsible for all postage charges to return items to Everlast Australia (whether for an exchange or refund).

The original postage delivery charges are non-refundable. However, if you are exchanging the original item for an alternative item, we will not charge you postage to send you the alternative item (this only applies to the exchange of an original item). All subsequent exchanges will be charged postage at Everlast Australia's normal postage rates.

#### RETURNS PROCESS-TO ONLINE STORE

To return an item:

- 1.) Pack your item in secure packaging
- Include a copy of your invoice or proof of purchase with your item.
- 3.) Please also include a fully completed Everlast Return Form. This was supplied with your order. If you didn't receive a Returns Form, please contact us at customerservice@everlastboxing.com.au and we will send you a new form.
- 4.) Send package including invoice and Returns Form via a prepaid and traceable method to ensure safe and documented delivery to:

EVERLAST AUSTRALIA RETURNS c/o AQR, 5/2 Tube Street Sunshine North, VIC 3020

Please note that Everlast Australia take no responsibility for missing incoming deliveries. Return shipping charges are not refundable.

#### FAULTY GARMENTS / ITEMS

If you have received a faulty garment/item from an online order, please contact our Customer Service Department on 1800 959 667 or at customerservice@everlastboxing.com.au

If you are returning the item by post to us, please follow the Returns
Process as described above. The alleged fault must be clearly
identified to us in order for the item to be assessed. Everlast Australia
will reimburse any reasonable shipping charges for return of goods
that are deemed faulty.

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. If you purchased a product with a major fault, you have the right to ask for your choice of a replacement or refund. If you purchased a product with a minor fault, we can choose to give you a free repair instead of a replacement or refund.

Further information is available at https://www.accc.gov.au/consumers/consumer-rights-guarantees/repair-replace-refund

Please note these are Everlast Australia's online terms & conditions.