



GOODS RETURN OR REPLACEMENT FORM

WHAT IS THE PURPOSE OF THIS FORM?

Use this form only to return the products that you have bought online on the website www.australian.it or to request their replacement. In case of returned goods you may claim money refund.

WHEN IS IT POSSIBLE TO RETURN A PRODUCT OR REQUEST ITS REPLACEMENT?

Replacement or returning are allowed in case the products do not meet your requirements, you do not like them, they are not of your size or defective.



TIMETABLE

The return request must be emailed to sales@australian.it within 14 days from the date of delivery, as specified under STEP 1. Handle the garments with care because after they have been delivered to you they are your responsibility.



CONDITION OF THE PRODUCTS

The products must be undamaged, unworn and unstained. Do not wash the garments in any way and when you try them on take care not to damage them.



CONDITION OF THE PACKAGING

The products must be in the original packaging with which they have been delivered to you, complete with labels, tags, bags and any other of their parts. Be careful as the packaging is an integral part of the product.



SHOES

All parts of the shoes including the soles must be undamaged and clean. Be careful when you try the shoes on: try them indoor and possibly wear them on a carpet. The boxes must not be damaged in any way (no holes, duct-tape, writings etc.).

TERMS AND CONDITIONS FOR PRODUCT RETURNS

AND AS REGARDS FAULTY, DAMAGED OR WRONGLY SUPPLIED PRODUCTS?

In case of faulty products (with apparent manufacturing defects), wrongly supplied products (other than the ones you ordered) or damaged products (due to mishandling during shipping) you must send an email to sales@australian.it complete with photos of the product, that must be as detailed as possible, specifying the kind of problem that you have found. We will contact you in order to agree replacement or returning terms and conditions.

WHICH ARE THE REFUND OPTIONS ?

In case of returned goods we will refund your money. If you have made your purchase using PAYPAL the corresponding amount will be refunded to your PAYPAL account. On the other hand, if you have paid by credit card or wire transfer, the corresponding amount will be refunded by means of a transfer to your current account. The issue of the refund may take up to 14 days.

WHICH OF THE PARTIES BEARS SHIPPING CHARGES?

In case of replacement of goods the product in your possession will be picked up and a new one will be delivered at no cost to you. In case of returns due to defect shipping charges will be fully borne by us. In case of returns due to any other reasons (wrong size, your dissatisfaction, etc.) shipping charges will be borne by the customer.

Reason for return	Shipping charges responsibility of	Cost responsibility
Replacement	australian-brand.com	australian-brand.com
Faulty products	australian-brand.com	australian-brand.com
Other types of returns	Customer	Customer

GOODS RETURN OR REPLACEMENT PROCEDURE

STEP 1

REQUEST RETURN GOODS AUTHORIZATION OR RETURN GOODS AUTHORIZATION WITH REPLACEMENT

In order to request return goods authorization or return goods authorization with replacement, send an email to sales@australian.it specifying the order number and indicating the name, the color and size of the products, that you wish to return or as regards which you request the replacement, and report which products are faulty or defective, as appropriate. Our operators will check whether your order falls within the time limits set, in order to be able to return or replace the goods, after which, if everything is in order, you will be authorized to proceed (STEP 2). Warning! Wait for our reply before returning the goods, we don't handle returns that have not been previously authorized.

STEP 2

PACK THE PRODUCTS THAT HAVE TO BE RETURNED OR REPLACED

After you have received return goods authorization or return goods authorization with replacement by our operators, fill in the tag that you find here below indicating your name and surname and the number of the relevant order which you want to return. Cut the tag and put it on the original packaging with which you received the goods. Put the products, which have to be returned or replaced, in the packaging and seal it with care.

After the authorization has been confirmed:

- 1) In case of returns due to any other reasons (the products do not meet your requirements, you do not like them) you have 14 days after the date of the email confirming return goods authorization to return the products to us, otherwise the time limits within which the goods must be returned will expire and you will not have right to any repayment any more.
- 2) In case of returns due to defect or request of replacement, our operator will directly contact you in order to schedule the collection of the product.

STEP 3

GET THE REIMBURSEMENT

After the parcel has been received and its integrity has been verified an operator will contact you. In case of returns due to defect the cost of the product as well as the shipping charges you bore will be credited to you. In case of returns due to any other reasons (the products do not meet your requirements, you do not like them), only the cost of the product will be reimbursed to you with the exclusion of the shipping charges.



SENDER

NAME & LAST NAME

ORDER NUMBER

RECIPIENT

L'ALPINA MAGLIERIA SPORTIVE S.P.A.
Via Michelangelo Buonarroti 45
20064 - Gorgonzola - Milano
Italia