



Rojo Australia Pty Ltd

Phone: (03) 5261 6400

PO Box 215

Fax: (03) 5261 6444

Torquay, Vic, 3228

Email: sales@rojo.com.au

Australia



Office Use Only

Return/Exchange Form

Date Returned _____

Your Contact Details

Please note that the address listed below will be used if we need to mail you anything relating to your return/exchange

Full name _____

Mailing Address _____

Phone _____ Work/Home

Mobile _____

Fax _____

Email _____

Your Original Payment Method

If we need to provide you with a refund, we will reimburse you using the manner in which you originally paid via Shopify

Items being returned

Order number	Style Number	Item Description	size	Color	Quantity	Unit Price	Total	Reason for Return
Total Price								

Order number	Style Number	Item Description	size	Color	Quantity	Unit Price	Total	Reason for Return
Total Price								

To Be Exchanged For Total Price

Order number	Style Number	Item Description	size	Color	Quantity	Unit Price	Total	Reason for Return
Total Price								



We hope you love your purchase, but if you need to return or exchange an item please read through the following information

Steps to Return or Exchange	1	Please return the following to Rojo within 21 days of the despatch/order date (see address below)
	a.	Any goods you wish to return or exchange - unworn and unwashed
	b.	A completed Return/Exchange form clearly advising your requirements
	c.	A copy of your receipt (invoice)
	d.	Payment for the redelivery fee - if applicable
2	On receipt of your parcel we will organise any refunds and mail you new stock you have requested	

Returns

Please complete the "Returns" section on the reverse side if you would like to send any goods back to us and do not want any replacement items.

Returns must not have been worn, washed or used in any way and we require all packaging to be sent back to us.

Goods must be returned within 21 days of the despatch/order date. Please do not reuse our courier bag/box.

Once we receive your parcel, we will reimburse you using the manner in which originally paid.

We will credit your card, excluding delivery (unless goods are faulty or there was no delivery charge)

Exchanges

Please complete the "Exchanges" and "Please Supply" section on the reverse side if you would like to swap something you have purchased for another item.

We are happy to exchange items that have not been worn, washed or used in any way and we require all packaging to be sent back to us.

Goods must be exchanged within 21 days of the despatch/order date.

Please remember to include your credit card details on the front of this form if there is any difference in price.

Our Address

For all web purchases on our affiliated online stores

Rojo Australia Pty Ltd	Customer Service	Phone: (03) 5261 6400
Customer Service Department	Queries	Email: sales@rojo.com.au
PO Box 215		
Torquay, Vic, 3228		
Australia		

Your privacy - We respect your privacy at all times. Please advise us if you no longer wish to receive product information or any other communication from Rojo Australia. Please contact us or view our website to obtain our full Privacy Policy.

ONLINE STORES AFFILIATED WITH ROJO AUSTRALIA PTY LTD



www.principledistribution.com.au



www.elude.net.au



www.rojoouterwear.com.au



www.powgloves.com.au



www.mizulife.com.au