



## ***RETURNS AND EXCHANGES POLICY***

Thank you for purchasing from WODUP!!! Here at WODUP we are 100% committed to customer satisfaction. If you have received any product that does not fit you right or you are simply unhappy with, we will gladly exchange your purchase if it is within 30 days from purchase!

### **RETURNS**

***Returns can be sent from Australia Post to the following address:***

**WODUP – RETURNS**

**PO BOX 1328**

**BIBRA LAKE DC, 6965, WA**

Our policy lasts 30 days. If 30 days have gone by since your purchase, unfortunately we can't offer you a refund or exchange. Gift cards are not eligible.

To be eligible for a return, your item must be unused and in the same condition that you received it. It must also be in the original packaging. To complete your return, we require a receipt or proof of purchase. Exchanges and Refunds are also unavailable for free promotion items, prizes and sale items.

### **REFUNDS**

If your products have arrived damaged or defective or if we have accidentally shipped you the incorrect item, we will happily cover the cost of your return shipping and offer you a refund. Once your return is received and inspected, we will send you an email to notify you that we have received your returned item. We will also notify you of the approval or rejection of your refund.

If you are approved, then your refund will be processed, and a credit will automatically be applied to your credit card or original method of payment, within a certain amount of days.

To complete your return simply fill in the missing blanks from form below and include it when you return your products to us.

**FULLNAME:** \_\_\_\_\_ **INVOICE NUMBER:** \_\_\_\_\_

**EMAIL ADDRESS SUPPLIED FOR ORDER:** \_\_\_\_\_

**RETURN ADDRESS:** \_\_\_\_\_

**PHONE NUMBER:** \_\_\_\_\_ **EXCHANGE / STORE CREDIT / REFUND?:** \_\_\_\_\_

**ITEM YOU ARE RETURNING:** \_\_\_\_\_

**REASON FOR RETURN:** \_\_\_\_\_

**ITEMS YOU WOULD LIKE INSTEAD:** \_\_\_\_\_

*IF YOU ARE REQUESTING AN EXCHANGE PLEASE TELL US WHAT SIZE AND COLOUR OPTION YOU WOULD PREFER*

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**PLEASE ALLOW 7 TO 14 DAYS FOR US TO RECEIVE AND PROCESS YOUR RETURN. WE RECOMMEND SENDING YOUR RETURNS VIA A TRACKABLE SERVICE AS WE DO NOT ACCEPT RESPONSIBILITY FOR LOST PARCELS.**