

CUSTOMER RETURNS FORM

STEP 1	APPLICATION FOR REFUND: First check all conditions of our Returns Policy are met to be eligible to return your item. Then Log in to your Account Area on our website at www.harryaustinbags.com (see "Login" top right hand side) and follow the prompts.
STEP 2	POSTAGE: Only once your application for a refund/exchange is accepted, complete this form (so we can identify your return) and return with your item/s in their original box* to: PO Box 139 Kensington Park SA 5068 AUSTRALIA
STEP 3	REFUND: Once your return is received and inspected, we will send you an email to notify of the approval or rejection of your refund. If you are approved, then your refund will be processed, excluding the original delivery charge unless goods are faulty or not as described and a credit will automatically be applied to your original method of payment within 14 days.

DATE	ORDER #	NAME	EMAIL
	HA _ _ _ _ _		

Returned Item/s

QTY	ITEM/S DESCRIPTION	COLOUR	PRICE PAID	REASON CODE	REASON CODE:
					1. IT WASN'T WHAT I WAS EXPECTING
					2. QUALITY
					3. LEATHER/ MATERIAL
					4. CHANGE OF MIND
					5. FAULTY GOODS
					6. OTHER.....

Exchange Request

QTY	ITEM NAME	ITEM COLOUR

OTHER CONDITIONS FOR RETURNING GOODS:

The returned item/s will remain your responsibility until they reach us. HARRY AUSTIN will not be liable for any lost or damaged items being returned to us by you. For your protection we strongly suggest shipping merchandise back to us in the original packaging (HARRY AUSTIN box) using a trackable service. Please retain proof of postage and tracking number until we have confirmed your refund has been processed.

PLEASE BE SURE TO THOROUGHLY READ ALL CONDITIONS ON THIS FORM & OUR RETURNS POLICY PRIOR TO SENDING ANYTHING BACK TO US. FAILURE MAY RESULT IN REFUSAL OF ITEM/S SENT AND ADDITIONAL EXPENSES TO CUSTOMER.