

MATTEAU

Return Request Form

Name:	Order date:	Order number:
RGA #:	Please contact returns@matteau-swim.com to request your RGA number	
Please tick the type of return being requested:	Refund <input type="checkbox"/>	Exchange <input type="checkbox"/>

Please list items being returned:				
Quantity	Product name	Size	Colour	Reason for return

Please list requested exchange items:			
Quantity	Product name	Size	Colour

1. Complete the Return Request online at matteau-swim.com/returns within 7 days of the date you received your delivery, including your order number and message detailing your return request.
2. You will receive an email response with an RGA number (Returned Goods Authorisation) plus a Prepaid Return Label to affix to your package.
3. Complete this Returns Form – ensure you complete all sections of the form.
4. Please package the garments up with this completed Returns Form, attach the Prepaid Return Label and mail (within 14 days of the date you received your delivery) to:

Returns
Matteau Pty Ltd
PO Box 1175
Noosaville QLD 4566

5. Upon receipt of your returned goods, they will be checked over prior to receiving approval for a refund or exchange. Refunds will be processed within 3-5 days of receiving the returned goods, using the same payment method used in your original transaction – shipping charges will not be refunded.