

MATTEAU

Return Request Form - International

Name:	Order date:	Order number:
RGA #:	Please contact returns@matteau-swim.com to request your RGA number	

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

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).
3. Complete this Returns Form – ensure you complete all sections of the form.
4. Please package the garments up with this completed Returns Form and mail (within 14 days of the date you received your delivery) to:

Returns
Matteau Pty Ltd
PO Box 1175
Noosaville QLD 4566
AUSTRALIA

Note: if you would like to send your return via courier, please contact us at returns@matteau-swim.com to request our physical delivery address – courier deliveries are not accepted at the above mailing address.

5. Upon receipt of your returned goods, they will be checked over prior to receiving approval for a refund. 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.

Please note, return shipping costs are the responsibility of the customer.
Matteau is not responsible for any returns lost in transit – it is recommended you include tracking and insurance for your protection.
Please refer to our Returns Policy at www.matteau-swim.com/returns for full conditions and details.