

Returns Form

Twelve Board Store takes the highest pride and attention to detail in getting you your orders quickly and perfectly. In the case you have received the wrong item, need to exchange sizes or the product appears to be faulty for some reason please fill out this form and include it with the item upon return. Please read the return policy at bottom of page before returning items.

Name: _____ Order #: _____

Email: _____ Mobile: _____

Item Returning: _____ Size: _____

Reason For Return: _____

Our Returns Policy

Twelve places the utmost priority on getting you the perfect gear. Before returning anything please contact us via phone or email to get a return authorisation. If you have received the wrong item, need to exchange a size or have a warranty claim that needs to be assessed please return items within **30 days of purchase date with a copy of your proof of purchase and this returns form**. All returned items must come back with original tags and original packaging completely intact. Any item received that does not meet these requirements will be denied sorry. There are no returns on SALE items under any circumstance so please choose carefully. If we have sent the incorrect item our shipping Team will organize an AusPost return label for you and if you are exchanging a size it is up to you to get the item back to us so please ensure you use tracking. Please send to below

Twelve Board Store

Attention: Returns

435A Bridge Rd, Richmond, Victoria, 3121

P. 03 9421 2293

www.twelveboardstore.com.au

E. info@twelveboardstore.com.au