

Order Number:

Name:

Mobile:

Email:

australis™

QTY	Product Code	Description	Reason Code	Reason for Return Codes

**CHANGE OF MIND RETURNS** (codes 1, 2 or 3)

Please complete this slip and return with the products for a refund, excluding freight fee if applicable. Items must be returned in original condition and packaging. Items must be returned within 14 days of receiving your order.

**FAULTY OR DAMAGED RETURNS** (codes 4, 5 or 6)

If you received a defective or incorrect product please contact **Customer Service** first. We can either organise a replacement product to be sent or refund the purchase costs including reimbursing the return postage.

**CONTACT US**

Our customer service team is available on  
**1300 650 981**  
Monday - Thursday 9am - 5pm AEST  
Friday 9am - 1pm AEST  
or via our website contact form

**SEND RETURN TO**

Heritage Brands  
PO Box 1435  
Clayton South  
VIC 3169

- 1. Change of mind
- 2. Ordered wrong qty
- 3. Arrived too late
- 4. Faulty
- 5. Incorrect item received
- 6. Parcel damaged on arrival