

# MATTEAU

## RETURN REQUEST FORM - INTERNATIONAL

NAME:	ORDER DATE:	ORDER NUMBER:
RG# #:	PLEASE CONTACT RETURNS@MATTEAU-SWIM.COM TO REQUEST YOUR RGA NUMBER	

LIST RETURNED ITEMS				
QTY	PRODUCT NAME	SIZE	COLOUR	REASON FOR RETURN

1. COMPLETE THE RETURN REQUEST ONLINE 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 GARMENTS 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 28 DAYS OF THE DATE YOU RECEIVED YOUR DELIVERY) TO:

RETURNS  
MATTEAU SWIM PTY LTD  
PO BOX 1175  
NOOSAVILLE QLD 4566  
AUSTRALIA

5. UPON RECEIPT OF YOUR RETURNED GARMENTS, THEY WILL BE CHECKED OVER PRIOR TO RECEIVING APPROVAL FOR A REFUND. REFUNDS WILL BE PROCESSED WITHIN 3-5 DAYS OF RECEIVING THE RETURNED GARMENTS, 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.