

EZIBUY INTERNATIONAL RETURNS FORM

We hope you enjoy your EziBuy purchase. If for any reason you need to contact us our details are to the right, along with a few helpful instructions over the page.

THE EZIBUY TEAM



PHONE 1800 148 148 FAX 1800 142 400
WEBSITE EZIBUY.COM
EMAIL SUPPORT@EZIBUY.COM.AU

CUSTOMER DETAILS

EziBuy Customer Number: _____

First Name: _____ Surname: _____

Address: _____

Suburb: _____

Town/City: _____ Postcode: _____

RETURNS DETAILS

Please fill in details below and include this portion with your returns parcel. See over for more details.

STYLE NO.	DESCRIPTION	SIZE	COLOUR	QTY	RETURNS CODE	REFUND (please tick)	COMMENTS (applies to return codes 35, 36, 41 and 42)

RETURNS CODE

Please select the main reason for your return.

STYLE NOT RIGHT:	SIZE NOT RIGHT:	QUALITY:	OTHER:
10 - Bought multiple colours with intent to return	20 - Bought multiple sizes with intent to return	30 - Poor workmanship	40 - Received too late
11 - Colour	21 - Too long	31 - Poor quality fabric	41 - Wrong item sent (please explain)
12 - Fabric texture	22 - Too short	32 - Item shrinkage	42 - Other (please explain)
13 - Fabric too heavy	23 - Too wide	33 - Item stretched	43 - No reason given
15 - Fabric too light	24 - Too narrow	34 - Colour faded/ran	44 - Not value for money
16 - Unflattering		35 - Faulty on arrival (please explain)	
17 - Styling/trims		36 - Faulty after use (please explain)	
18 - Uncomfortable/itchy			
19 - Neckline/collar			

Please turn over if you would like to order items in exchange for those returned

EASY RETURNS

Return or exchange your item(s) within 30 days for a full refund of the purchase price.

<p>1. TICK</p> <p>Complete the returns form above.</p>	<p>2. STICK</p> <p>Apply the pre-printed ParcelPost Returns address label to your parcel.</p>	<p>3. SEND</p> <p>Reseal your parcel, apply postage, and pop into the post.</p>
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