

MARCO POLO RETURNS AUTHORISATION FORM – ONLINE

Please use this form to return any item and report any issue associated with a return or warranty claim related to items purchased from our online store. Any purchases made from another store must be returned directly to that store.

Conditions

- All returns must be made within 30 days from the invoice date, unless it concerns a manufacturing defect.
- We will not accept a return on an item which is considered used, except in the case of a manufacturing defect.
- On receiving your item(s), completed returns authorisation form and copy of your original invoice receipt and/or proof of purchase, we will gladly refund your purchase price, excluding postage.

To return an item

1. Fill in the products in which you are sending back and ensure you give a reason for your return.
2. Include a copy of the invoice, receipt and/or proof of purchase
3. Return to:

Marco Polo Ecommerce Returns
C/O Fastline
Window 3, 309 Fitzgerald Road
Derrimut
Victoria 3030

Personal Details – Please print clearly

Name: _____
Address: _____
Phone: _____

Date of Purchase: _____
Customer Order Number: _____
Paid Amount: \$ _____
E-mail: _____

Returned Garment Details – Please print clearly

- Poor quality / faulty
- Doesn't fit
- Incorrect item received
- Parcel damaged on arrival
- Not suitable

QTY:	STYLE CODE:	COLOUR:	RETURNED SIZE:	REFUND:	EXCHANGE: (tick if applicable)	
				(tick if applicable)		NEW SIZE:

If you have any further questions, please contact our Customer Service Department on (03) 9902 5100 Monday – Friday 8.30 -4:45pm, or email us at info@marcopolo.net.au