

# RETURNS AUTHORISATION FORM – ONLINE

YARRA TRAIL PTY. LTD.

ACN 110 902 102

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 14 days from the date of receiving your order, unless it concerns a manufacturing defect.
- We will not accept a return on any item which is considered used, except in the case of a manufacturing defect.
- On receiving your return item(s) completed returns authorisation form and copy of your original invoice receipt and/or proof of purchase, we will gladly send you a replacement if available or refund your purchase price, excluding postage.

## To return an item

1. Simply fill out this Returns Authorisation Form
2. Include a copy of the invoice, receipt and/or proof of purchase.
3. Pack all item(s) in secure packaging
4. Send your return item(s) to:

**Yarra Trail 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 via e-mail at [info@yarratrail.com.au](mailto:info@yarratrail.com.au) or call between 9.00am - 4.45pm, Monday - Friday on +61 1800 629 308