



# THE OFFICIAL ONLINE STORE

## RETURNS AND EXCHANGE REQUEST

We are committed to provide you with a simple return process. Our Return Policy is extends to 60-days from receipt of purchase. All you have to do is simply fill in this form and return your item/s in their original condition, with tags attached to the email address: customerserviceffa@vbmglobal.com

Name: \_\_\_\_\_

Contact Email: \_\_\_\_\_ Contact Phone: \_\_\_\_\_

Original Order Number: \_\_\_\_\_ Original Order Date: \_\_\_\_\_

Please indicate one of the following actions:

- Replacement       Exchange       Refund

Whilst we are happy to accept returns for a wide range of reasons, please attempt to fit yours into one of the below categories:

- 01 – Wrong Sized Item      03 – Wrong Item Sent      05 – Received outside advertised time frame      07 – Other, subject to approval  
02 – Damaged on delivery      04 – Wrong Item Ordered      06 – Item not fit for purpose

### ITEM(S) BEING RETURNED

Item Code (SKU)	Item Name	Size & Qty.	Price	Reason Code

### ITEM(S) BEING EXCHANGED ONLY

(Please fill in the below with the items you would like in your exchange)

Item Code (SKU)	Item Name	Size & Qty.	Price

Please note:

An exchange is only possible if we have the item/s in stock. We will do our best to fulfill your re-order as fast as possible. If you wish to change the shipping and/or billing address, please provide the information required below:

### ITEM(S) BEING RETURNED

New Billing Address	New Shipping Address	New Contact Details

Customer Feedback: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Please send all returns and exchanges to the following address: Infinite Retail, 28-30 Marshall Court, ALTONA, VIC, 3018 AUSTRALIA  
Email: customerserviceffa@vbmglobal.com

Returns Shipping Policy:

If we make a mistake, we will happily arrange free replacement delivery for any goods either supplied in error or faulty upon delivery. For change of size or colour, unfortunately your shipping and handling charges on these returns are non-refundable and you will have to pay for your new selection to be sent. To protect yourself you may want to use an insured service to return your goods, as these remain the property of the customer until an email confirmation is sent to acknowledge our receipt of the item/s.