



# OFFICIAL ONLINE STORE

## RETURNS AND EXCHANGE REQUEST

We are committed in providing you with a simple returns process. Our Return Policy extends to 14 days from receipt of purchase. Simply fill in this form and return it with your item/s in their original condition, with tags intact to Infinite Retail 28-38 Marshall Court, ALTONA, VIC, 3018 Australia .

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

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

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

Please indicate one of the following actions:

- Replacement
                 
  Exchange
                 
  Refund

Reason for return:

- 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, 28-38 Marshall Court, ALTONA, VIC, 3018  
 Australia  
 Email: customerservicebigbash@infiniteretail.com

**Returns Shipping Policy:**

If we send you the wrong item, INFINITE RETAIL will resend the correct order and not charge shipping. For customer change of mind due to size or colour, your initial shipping charges are non refundable, and you will need to pay the new shipping charge with your new order. 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 items/s.