



THE OFFICIAL ONLINE STORE

RETURNS AND EXCHANGE REQUEST

We are committed to providing you with a simple return process. Simply fill in this form and return it with your item/s in their original condition, with tags attached to the below address.

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 post your items, along with this form to:
Infinite Retail, 28-30 Marshall Court, ALTONA, VIC, 3018
AUSTRALIA
Email: customerserviceffa@infiniteretail.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.