

## ONLINE RETURNS & EXCHANGE FORM

Here are the simple steps that you need to complete to return or exchange your purchase made online or from our exhibition stand. We are dedicated to making you satisfied with your purchase.

### Exchange Policy

- Merchandise requiring exchange must be returned in new, unused and resalable condition.
- As applicable under the Trade Practices Act, undergarments cannot be returned due to hygiene reasons.
- We ask that you try the SRC medical compression garment on (over) underwear and should you feel the fit is not what it should be, you can return it or exchange it for another size.
- Please feel free to call us for assistance.
- We can dispatch your new items as soon as we have received the original items back.
- If you require a new garment urgently, then we suggest you place a second order and request a refund of the initial purchase. If you place your order before 2pm on business days, in most cases, you will receive your order the next business day.

### Refund Policy

If for any reason at all you are not completely satisfied with any SRC Health product or do not wish to keep the item/s you received, simply send them back to us within the following timelines:

- 30 days - SRC Recovery Shorts
- 14 days - SRC Pregnancy Shorts/Leggings & SRC Activate
- 7 days - SRC Essentials & SRC Sports Apparel

- Note:**
1. We will issue a full refund for those items using the original payment method.
  2. Please ensure you care for your SRC garment as per manufacturer's instructions. Failure to do so may void the 100% Money Back Guarantee.
  3. Note that a re-stocking fee may be charged.

### Refund & Exchange Instructions

1. Fill in your details
2. Send back any items you wish to return or exchange including this document with all required details in the below table. If any of the below fields are not filled in correctly or not at all, this will delay your refund or exchange.

<b>Name:</b>					
<b>Address:</b>					
<b>Phone Number:</b>			<b>Email:</b>		
Order # (5 digits)	Product	Size	Colour	Reason	Refund or Exchange (R or E)

Exchange the above item/s for:

**Return items to 10/21 Sabre Drive, Port Melbourne VIC 3207 or call Customer Service on (03) 9646 1826**

For purchases made at an Exhibition, please include:

Exhibition Name	
Bank Account Name	
BSB	
Account Number	