



# Return and Exchange Form

Invoice No: \_\_\_\_\_

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

Invoice Date: \_\_\_\_\_

List the item(s) you wish to RETURN below

Product Code	Product Description	Reason <sup>1</sup>	QTY	Size	Colour	Price (each)	Action Requested <sup>2</sup>

<sup>1</sup>List of reasons for returning the item(s). Just write the letter in the reason column above.

- A. Did Not Fit                      B. Not as Described                      C. Wrong/Missing Item
- D. Packaged Damaged              E. Wrong Size/Style                      F. Not Satisfied with Quality
- G. Not as Pictured                      H. Damaged/Faulty Item

<sup>2</sup>Action Requested: **E** = Exchange   **R** = Refund

List the item(s) you wish to EXCHANGE/REPLACE for below

Product Code	Product Description	QTY	Size	Colour	Price (each)

### Information

Replacement item(s) will be sent to the shipping address on your invoice. Fill out the information below if you would like to use a different address.

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

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Country: \_\_\_\_\_

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

### Credit Card Information

Credit Card Number: \_\_\_\_\_

Expiry Date: \_\_\_\_\_

\_\_\_\_\_/\_\_\_\_/\_\_\_\_

I authorize the refund and changes to be applied to the credit card used to make the original purchase.

\_\_\_\_\_  
Card Holder Signature

\_\_\_\_\_  
Date

### Office Use Only

Date Received: \_\_\_\_\_

Processed Date: \_\_\_\_\_

Processed By: \_\_\_\_\_

New Invoice/Return No: \_\_\_\_\_

Dispatched Date: \_\_\_\_\_

### Return/Exchange Policy

Thank you for supporting Cancer Council.

Our return policy is in addition to your rights under Australian Consumer Law.

If you need to return or exchange an item please fill in the form and send it back to us along with the item(s) and a copy of the original invoice/receipt. Please follow the steps below within 30 days of receiving your delivery.

1. Fill in your full details including the phone number, credit card when required, and invoice number.
2. List the products you wish to return in the first table. Select one of the reason codes against your return.
3. Select one of the action requested codes (exchange or refund) for each item.
4. In case of exchange please fill in the details of the required product(s) in the exchange table.
5. Please be sure to provide product codes to aid us in processing your return promptly.
6. Make sure the returned products are in their original condition. Please note there is no exchange on sunscreens, moisturisers and cosmetics due to hygiene reasons.
7. Please be mindful that your package can take up to 14 working days to be returned to us.
8. Please remember that we are unable to offer refunds for simple change of mind.

### Contact Information

Phone: 1300 354 144

Email: [shop@cancercouncilshop.org.au](mailto:shop@cancercouncilshop.org.au)

### Send your return to:

Reply Paid 89115  
Cancer Council Retail Services  
615 St Kilda Road  
Melbourne, VIC 3004

## Privacy Statement

Your Personal Information is being or has been collected by the Cancer Council to facilitate services or products requested by you and/or to keep you informed about Cancer Council related activities. We may send you information about programs, products, services, fundraising or other activities which we think may interest you. Your Personal Information may be provided to third parties where required by law or so that such third parties may provide Cancer Council with services. In so doing your Personal Information may be disclosed to overseas recipients. Please refer to our Privacy Policy (which is available on the relevant Cancer Council website as listed at the link below or on request by calling 13 11 20) for further details. By providing your information to us you consent to your information being disclosed or used for this purpose. We will take reasonable steps to ensure that such third parties deal with your information appropriately and only for Cancer Council purposes. Please refer to our Privacy Policy, or details in the relevant communication, if you wish to unsubscribe. Our Privacy Policy also explains how you can contact us to access and correct your personal information or make a privacy complaint.

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