


# NOT QUITE WHAT YOU WERE AFTER?

DON'T WORRY, RETURNS ARE EASY! SEE BELOW

FAULTY ITEM? CALL US ON 1300 727 355

**HOW TO MAKE A RETURN:**  **VIA POST**

**1. Jump online**

- Visit [rbsellars.com.au/info/returns-exchanges](https://rbsellars.com.au/info/returns-exchanges)
- Fill out your details.
- Print your returns label.

**2. Complete this form**


Fill out this form, including the following details:

- Your name and order number.
- Quantity.
- Product name.
- Item colour and size.
- Return code.
- Further information.
- Exchange item details (if applicable).


**3. Pack your item(s) for return**

- Don't forget to include this form.
- Place your label on your box/satchel.
- Goods must be unworn, unused and with original tags!!


**4. Processing**



- Once we receive your package, we'll check the item(s) to see if our returns policy has been met.
- Once approved, we'll process your refund or exchange.
- The refund will appear in your bank account within 3-5 business days from the date of processing (depending on your bank).
- If the item returned does not meet our Returns and Exchange Policy, we will contact you and your order will be sent back to you.


**IN STORE** 

**1. Drop in store**



- Take your item(s) to any RB Sellars Store in Australia. For a list of stores see: [rbsellars.com.au/stores](https://rbsellars.com.au/stores)
- Goods must be unworn, unused and with original tags!!

**2. Provide proof of purchase**




Don't forget to bring the following:

- Your Tax invoice (check your emails)

**OR**

- Your pick slip included with your order.

**3. Processing**



Once the returns and exchange policy has been met, we'll offer you a refund or an exchange in-store, on the spot. Online afterpay orders cannot be refunded in store.

**NAME**  **ORDER NO.**

## RETURNS

RETURN CODES: 1 = TOO BIG 2 = TOO SMALL 3 = DOES NOT SUIT 4 = OTHER

| QTY   | PRODUCT NAME    | COLOUR | SIZE | RETURN CODE | FURTHER INFO | PLEASE TICK |  |
|-------|-----------------|--------|------|-------------|--------------|-------------|--|
| eg. 1 | SANDY WORKSHIRT | CHERRY | 16   | 1           | TOO BIG      | REFUND      | EXCHANGE <input checked="" type="checkbox"/> |
|       |                 |        |      |             |              | REFUND      | EXCHANGE                                     |
|       |                 |        |      |             |              | REFUND      | EXCHANGE                                     |
|       |                 |        |      |             |              | REFUND      | EXCHANGE                                     |
|       |                 |        |      |             |              | REFUND      | EXCHANGE                                     |

## EXCHANGES

| QTY   | PRODUCT NAME    | PRODUCT CODE | COLOUR | SIZE |
|-------|-----------------|--------------|--------|------|
| eg. 1 | SANDY WORKSHIRT | WWS1140      | CHERRY | 16   |
|       |                 |              |        |      |
|       |                 |              |        |      |
|       |                 |              |        |      |
|       |                 |              |        |      |
|       |                 |              |        |      |