

## REFUND AND RETURNS FORM

Thank you for choosing to shop with *Melbourne Powered*. We apologise for any lack of satisfaction from our product(s). Please complete the form below to receive a refund or replacement for your purchase. We reserve the right to refuse a refund or return if a customer merely changes their mind. Once completed, please email the form to [info@melbournepowered.com.au](mailto:info@melbournepowered.com.au) with a copy of your proof of purchase.

### Section 1 – Personal details

Full name of original payer:

Receipt/Order Number:

Date of purchase:

Payment Method (i.e. Credit Card/Debit Card):

I wish to receive a  Refund of purchase (Go to **Section 2**) OR  Return a product (Go to **Section 3**)

### Section 2 – Refund\*

I would like a refund for a  product (Go to **2.1**) OR  service (Go to **2.2**) provided by *Melbourne Powered*.

All products are to be returned to 840 Donnybrook Road, Donnybrook, Victoria 3064.

\*please note: Refunds will be received within 14 business days after the date the Refund Form is received.

#### 2.1 – Refund for a product

Please specify the reason for your refund:

- product was faulty
- product was not equivalent to description provided
- product no equivalent to sample or demo provided
- product did not perform its purpose
- product did not meet your expectation
- other \_\_\_\_\_

#### 2.2 – Refund for a service

Please specify the reason for your refund.

\_\_\_\_\_

### Section 3 – Returns

We are sorry you are unsatisfied with our product! We welcome your feedback so that *Melbourne Powered* can improve our products and service for our customers. All returns of products are at the expense of customers, unless the postage cost or size of the product is too significant. All products are to be returned to 840 Donnybrook Road, Donnybrook, Victoria 3064.

Please specify the reason for returning your product:

- product was faulty
- product was not equivalent to description provided
- product no equivalent to sample or demo provided
- product did not perform its purpose
- product did not meet your expectation
- other \_\_\_\_\_

Please specify the outcome you wish you receive after your product is returned.

I wish to receive a:

- Replacement of the same product purchased\*
- Repair of product by *Melbourne Powered*
- Refund of the full purchase price (see **Section 2**)

\*please note: Replacements will be delivered within 14 business days after the date the Returns Form is received