

# PETER JACKSON

## How to return an item

1. Fill in the relevant details in the form below.
2. Place the Return form together with the item(s) you wish to return in a postable bag/box you received the items in.
3. Head to your nearest Australia Post office and address the parcel to the our head office below. Postage cost is not covered by us.

Peter Jackson  
50-54 Hoddle St. 3067, Abbotsford, VIC  
Att: Online returns

## Returns & Refunds

If something isn't quite right, you have 30 days to send it back to us. Please return items unworn and with all tags on.

Online purchases can be returned for an exchange in store. However, refunds are only processed from our head office. Once the request has been assessed, allow 14 days for the refund to come through. This will be sent to the same method you used to pay.

Once your return has been processed, you will receive an email confirmation.

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## Return Form:

Customer Name: \_\_\_\_\_  
Phone Number: \_\_\_\_\_  
Order Number: \_\_\_\_\_  
Return Date: \_\_\_\_\_

Return Code	Name of product	Product Code (SKU)
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____

Notes: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

## Return Code

1. Too small
2. Too big
3. Not what I expected
4. Faulty stitching, torn, marked, buttons missing etc
5. Delay in delivery, changed mind or other
6. Wrong item delivered
7. Not as online image
8. Quality not as expected
9. Ordered multiple sizes
10. Fit not as expected

## Desired Outcome:

1. Exchange (Specify in "Notes")
2. Credit Note
3. Refund