



# Return & Exchange Form

If you find that you need to return an item to Intimo, we request that you please post it unwashed and unworn within 14 days of receipt of the garment.

In Australia? Post your Return or Exchange to:  
PO Box 968, South Melbourne, VIC 3205

In New Zealand? Post your Return or Exchange to:  
Private Bag 93215, Parnell, Auckland 1151

Thank you for your order. Please contact your Intimo Consultant if you have any questions regarding the garment or fit. Your Consultant can assist with your exchange and explain our terms and conditions. Our terms and conditions can be viewed on the Garment Exchanges page of the Intimo Website [www.intimo.com.au/page/garment\\_exchanges.html](http://www.intimo.com.au/page/garment_exchanges.html). Where a product is faulty, significantly different to those shown or described to you or does not do what it is supposed to, you are entitled to an exchange or refund. Intimo does not normally provide a refund if you simply change your mind.

If you find that you need to return an item to Intimo, please return it within 14 days of receipt of the garment. Only garments with a production fault will be exchanged or refunded after this date and within 6 months of purchase. Please complete all required fields in clear and legible print. Intimo offers a 10 business day processing period from the date your garment is received at Head Office and will dispatch the requested item to your nominated address via registered mail in Australia and courier in New Zealand. Intimo does not charge a postage fee for the cost of sending garments back.

**1. CUSTOMER DETAILS**

PURCHASER NAME: 299471C

PURCHASER ID NUMBER: Sally Winchester

PARTY ORDER NUMBER: 1234567

CONTACT TELEPHONE NO.: 039645 9939

CONSULTANT NAME: Jane Doe

**2. RETURN MAILING DETAILS** Please tick for delivery to our Consultants Address

NAME: Sally Winchester

ADDRESS: 18 Bottlewater Cres

SUBURB: Greenbank

STATE: QLD POSTCODE: 4124

EMAIL: sally.winchester@hotmail.com

**3. GARMENTS RETURNED**

STOCK CODE	CLOUR	SIZE	QTY	PRICE PAID	REASON FOR RETURN OR EXCHANGE (ie. marked label)
65D1	BLK	10	1	129.50	Not Suitable
				RETURN TOTAL	1 \$ 129.50

Please write the garments that you are returning to us here.

**4. EXCHANGE/REPLACEMENT GARMENTS**

STOCK CODE	CLOUR	SIZE	QTY	PRICE PAID	
4058	BLK	10	1	99.50	
				EXCHANGE TOTAL	1 \$ 99.50
				BALANCE/REFUND AMOUNT (RETURN TOTAL - EXCHANGE TOTAL)	\$ 30.00

Please put the garments you would like to receive back in this area.

**6. REFUND TO BE MADE BY INTIMO LINCERE** (Refunds are not applicable for Prepaid Credits)

Intimo can only refund the credit card used to make the original purchase or provide an Electronic Funds Transfer (EFT) refund.

**a) CREDIT CARD REFUND** Please refund the original credit card used using the details below. ORIGINAL CREDIT CARD DETAILS MUST BE ENTERED BELOW FOR THE REFUND TO BE MADE.

VISA  MASTERCARD REFUND AMOUNT: \$ 30.00

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SIGNATURE: \_\_\_\_\_ EXPIRY DATE: 0 5 1 2

**b) EFT REFUND** Please provide an EFT refund into the bank account stated below.

ACCOUNT NAME: \_\_\_\_\_

BSB: \_\_\_\_\_ ACCOUNT No.: \_\_\_\_\_

Please select how you would like the refund paid in this section.

**5. BALANCE PAYMENT TO BE MADE BY CUSTOMER FOR EXCHANGE (if applicable)**

VISA  MASTERCARD BALANCE AMOUNT: \$ \_\_\_\_\_

SIGNATURE: \_\_\_\_\_ EXPIRY DATE: M M Y Y

**NOTE:** Please do not send cash, cheques or money orders in the mail. They will not be accepted as payment for any balance amount.

**OFFICE USE ONLY**

DATE RECEIVED: \_\_\_\_\_

GARMENT REVIEWED BY: \_\_\_\_\_

EXCHANGE ID NUMBER: \_\_\_\_\_ SALES ORDER NUMBER: \_\_\_\_\_

REFUND AMOUNT: \$ \_\_\_\_\_ AUD / N°D: \_\_\_\_\_

PROCESSED BY: \_\_\_\_\_

CONTACT NUMBER: \_\_\_\_\_