Pelactiv
VISIBLY HEALTHY SKIN

Returns and Exchange Form

Pelactiv does not offer a refund for change of mind returns or customer error during the check out process. We may allow a refund or credit (at our election) on a case-by-case basis for such returns, provided that the item in question is returned within 7 days of order, is not used or worn (with original packaging) and is not damaged in any way.

NB:
For this form to be valid, a Return Authorisation Number (RAN) must be obtained from Pelactiv Head Office. Please attached a copy of the original receipt/invoice.

STEP 1 - Please fill out the information below

Order number

DELIVERY INFORMATION:

Name

Address

City/suburb State

Country Postcode

Email

Telephone Mobile

BILLING INFORMATION:

Name

Address

City/suburb State

Country Postcode

Email

Telephone Mobile

STEP 2 - Returning your item/s

☐ Exchange item (please fill out step 3 - 6)

☐ Return (for faulty items only. Please fill out step 3 only)

Shipping and handling fees are not refundable.

STEP 6 - Method of payment

☐ Visa ☐ Mastercard

An accounting statement will be included with your item/s when shipped.

Credit card number:

☐☐☐☐ ☐☐☐☐ ☐☐☐☐ ☐☐☐☐

Name on card: _____

Signature: _____ Expiry date: ___ /___

RETURN LABEL

Please return your exchange, using a traceable or insured delivery method to:

PELACTIV
ATT: Pelactiv - Returns
2/3 Warrah St, Chatswood
NSW 2067 Australia

STEP 3 - List item(s) you are returning

Qty	Product name	Product code	Reason for exchange	Date of purchase	Size	Price	Total

Total **A**

STEP 4 - Please place your new order here.

Qty	Product name	Product code	Date of purchase	Size	Price	Total

Total **B**

STEP 5 - Calculate payment

A – **B** =

(This figure will appear on your method of payment)

NOTE: 'A' must be of equal or less value to 'B'.