

RETURNS FORM

ONLINE PURCHASE



BATHROOM | KITCHEN | LAUNDRY



1. Read Returns Policy



2. Complete Online Purchase Return Form



3. Safely Package Items



4. Send Back to Us

1. Read Returns Policy

Please tick box to acknowledge that you have read and understood our Return T&C's.

2. Complete Form

Purchase Date:

Transaction No *(shown on receipt):*

Contact Name *(shown on receipt):*

Contact Phone Number:

Email Address:

What would you like to do: *(Tick one of the below boxes)*

Full refund - only available within 21 days of purchase

List Items & Quantity of items to be returned

Qty **Item Look Up Code** *(shown on Receipt)*

In-store credit - only available within 30 days of purchase.

Complete details of items and quantity to be credited below.

Return item(s) for Exchange of goods - available within 30 days of purchase.

Complete details of your exchange request below and our Customer service staff will contact you to assist further.

Qty **Item Look Up Code** *(shown on Receipt)*

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3. Safely package return items

Repackage goods you wish to return in a new return box or bag, to ensure the goods are not damaged in transit and arrive safely to FCW warehouse.

- Affix Return Label provided with your order.
- If you have misplaced the Returns Label email us at online@firstchoicewarehouse.com.au for a copy.
- Place a copy of completed **Return Form - Online Purchase**, along a copy of **Proof of Purchase** with the goods.
- All associated costs for return of goods are at customer expense.
- **DO NOT** affix return label(s) to the product boxes as this will void your return of products.

4. Send back to us

Arrange your own freight or postage for item(s) you wish to return.



Email copy of completed return form and proof of purchase to online@firstchoicewarehouse.com.au so we can expect your parcel.

5. What happens next?

When returned goods have been received at FCW warehouse, goods will be inspected by one of our team within 48 hours.

Provided all above criteria are met the return / exchange / refund will be completed within 24 hours. If product does not meet return criteria our online team will be in contact to discuss any further options.

Need more information? Email us at online@firstchoicewarehouse.com.au