

It's easy to re-use this satchel for returns, simply fold inside out, attach your prepaid returns label to the front and seal it up!

*abi and joseph*

## RETURNS FORM

Thank you for ordering from Australia's premier activewear brand!  
We have simplified our returns process so you can spend more time sweating, and less time stressing.

### FOR ALL EXCHANGES AND STORE CREDITS

We are pleased to provide you with FREE RETURNS – for peace of mind, the return postage is on us!  
Please use the returns label included in your parcel to send your items back to us.

### FOR ALL REFUNDS

For all returns requiring a refund, you are more than welcome to use the supplied return label and the postage cost (\$7.95) will be deducted from your refund.

## HOW TO RETURN



Ensure that the tags are still attached and garments are unworn and in original condition.



Fill out your returns form and place in the satchel with invoice and your items for return.



Use our prepaid label included with your order – just attach to the satchel and you're good to go!



Place in any Red Australia Post Box or lodge at an Australia Post Office (remember to take note of the tracking number!)

## PLEASE NOTE

If returning for a refund, \$7.95 will be deducted from the refunded amount to cover the postage cost. If returning for an exchange, please specify which style you would like as a replacement on the back of this form.

## THE FINER DETAILS

+ Items must be unworn and in original condition with tags attached – garments where the tags have been removed are unable to be accepted for return due to hygiene reasons (unfortunately, there's no exceptions on this!)

+ Once we have received your return/exchange, please allow 5 business days for processing – you will be notified via email once complete.

+ Ensure your garment is sent within our **28 day returns period**.

+ If you are using your own label, please send your return directly to:  
(abi and joseph returns) 10/231 Holt Street, Eagle Farm QLD 4009

Need help? If you still have questions, please contact us on 1300 22 45 67  
or email [sales@abiandjoseph.com](mailto:sales@abiandjoseph.com).

As a small Australian boutique activewear brand, we truly appreciate your support so thank you again!



*the team at abi and joseph*



YOUR DETAILS

Please include this form when returning your items.

Name: \_\_\_\_\_ Phone: \_\_\_\_\_

Postal Address: \_\_\_\_\_ Email: \_\_\_\_\_

\_\_\_\_\_ Order Number: \_\_\_\_\_

STYLES FOR RETURN



STYLE NUMBER	COLOUR	SIZE	QUANTITY	REASON CODE
<b>AJ</b> _____	_____	_____	_____	_____
<b>AJ</b> _____	_____	_____	_____	_____
<b>AJ</b> _____	_____	_____	_____	_____
<b>AJ</b> _____	_____	_____	_____	_____

REASON CODES

**A** - did not fit    **B** - change of mind    **C** - damaged/faulty    **D** - not as described    **E** - received incorrect style

RETURN REQUEST

- A store credit to use for future purchases
- An exchange - please fill out the section below for requested styles
- A refund (excludes Last Chance styles) - \$7.95 will be deducted if you use our returns label

EXCHANGES



If the cost of the requested replacement style is greater than the original return, we will contact you to confirm.

STYLE NUMBER/NAME	COLOUR	SIZE
_____	_____	_____
_____	_____	_____
_____	_____	_____