



Return and exchange form

Order No: _____
 Name on order: _____
 Order date: _____

List the item(s) you wish to return below

Product code	Product description	QTY	Size	Colour	Price (each)	Action requested	Reason	Exchange (what would you like instead?)
						<input type="checkbox"/> Exchange <input type="checkbox"/> Refund		
						<input type="checkbox"/> Exchange <input type="checkbox"/> Refund		
						<input type="checkbox"/> Exchange <input type="checkbox"/> Refund		
						<input type="checkbox"/> Exchange <input type="checkbox"/> Refund		

Information

Your replacement item(s) will be sent to the shipping address on your invoice. Please fill out the information below if you would like to use a different address.

Full Name: _____
 Address: _____
 City: _____ State: _____ Country: _____
 Email: _____ Phone: _____

Credit card information

Credit card number: _____ Expiry date: _____

I authorise the refund and changes to be applied to the credit card used to make the original purchase

Card holder signature: _____ Date: _____

Our return and exchange policy

Thank you for supporting Mater Foundation. Our return policy is in addition to your rights under Australian Consumer Law. If you need to return or exchange an item please fill in the form and send it back to us along with the item(s) and a copy of the original order/receipt. Please follow the steps below within 30 days of receiving your delivery.

1. Please remember that we are unable to offer refunds for simple change of mind.
2. Fill in your full details including the phone number, credit card when required, and the order number.
3. List the products you wish to return in the first table. Please state the reason against your return.
4. Select exchange or refund in the action requested column.
5. In case of exchange please fill in the details of the required products in the exchange column.
6. Please be sure to provide product codes to aid us in processing your return promptly.
7. Make sure the returned products are in their original condition. Please note: there is no exchange on nappies, body wash, balms and moisturisers due to hygiene reasons.
8. Please be mindful that your package can take up to 14 working days to be returned to us.
9. We are unable to offer refunds on initial postage costs.

Contact information

Phone: 07 3163 8000
 1800 440 155

Email: foundation@mater.org.au

Send your return to:

Mater Foundation
 Reply Paid 67465
 South Brisbane Qld 4101

Office use only

Date received: _____
 Processed date: _____
 Processed by: _____
 New invoice/return No: _____
 Dispatched date: _____