**Request for a Product Return**

**Art Studio Supplies Online**

Manager – Debra Liel-Brown

E: artstudiosupplies@iinet.net.au

02 4987 7947

59 Clyde Circuit, Raymond Terrace, 2324 NSW

**Send in this form to get the process started.**

**Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Email: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Phone Number: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_­\_**

**Pick up address for the item being returned:**

**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**What is the reason for the return?**

**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Special Instructions for the courier** – eg. will you be home, how will the courier recognize it, where will it be left? etc.

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**How did you Pay?:**

 PayPal Fat Zebra

Please supply the Bank Details from **the card you used to make the purchase.**

**Bank Account BSB: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_­\_**

**Bank Account #: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_­\_**

**Do you have a receipt or proof of purchase? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_­\_**

**What is the Weight? You will find the weight written on your receipt**. If it is under 25kg it will be picked up by our regular courier Fastway. If it is over 25kg it may take longer to pick up as a heavy freight carrier will be needed.

 **Is it under 25kg? Is it over 25 kg?**

**Do you want a refund or replacement?**

 **Refund Replacement**

**Checklist**

**1/ Send in the Returns Form to start the process.**

2/ You will be contacted to arrange a time when our courier can pick up the package, which needs to include;

* Invoice or receipt, or proof of purchase
* Your contact details
* The item
* The original packaging if possible
* Please address it to Art Studio Supplies as shown above.

Best Wishes, Debra Liel-Brown