

Return Request Form

In order to process your request, please provide the following information:

Invoice No

Pick Up Contact Name

Pick Up Address

Pick Up Contact Phone

Pick Up Address Business Name (if applicable)

Reason for Return

Number of Parcels for Collection

Please specify the items to be returned

Product Code	Product Description	Quantity to Return

Please note: For country mainland collections, StarTrack will make contact with you to confirm pick up details and that the goods are ready for collection.

Please provide an address where someone will be available to sign the required paperwork for the goods to be collected.

Please note: Our conditions of return are as follows:

- Returns must be for goods received within the last 14 days.
- Goods must be returned in their original condition, with packaged goods unopened.
- Special order items will not be accepted for return, unless faulty at the time of supply.
- Independence Australia reserves the right to charge a restocking fee on returned products as follows:
 - **Metro:** \$8.25 per carton
 - **Country:** \$13.75 per carton