**RETURN REQUEST FORM**

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

|  |  |
| --- | --- |
| Invoice #: |  |
| Pick Up Address: |  |
| Pick Up Address Business Name:  (if applicable) |  |
| Number of Parcels for Collection: |  |
| Pick Up Contact Name: |  |
| Pick Up Contact Phone: |  |
| Reason for Return: |  |

Please specify the items to be returned:

|  |  |  |
| --- | --- | --- |
| **Product Code** | **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