

PRODUCT RETURN FORM

Step 1 - Complete customer details

Customer Name: _____

Invoice #: _____

Phone: _____

Email (optional): _____

Step 2 - Complete product details

| PRODUCT | QTY | REASON FOR RETURN |
|---------|-----|-------------------|
| | | |
| | | |
| | | |
| | | |

Step 3 – Sign and date

Customer signature: _____

Date: _____

Step 4 – Post goods to:

Country Care Group
29 Concorde Drive
KEILOR PARK VIC 3042

Conditions of Return

- Any returns must be received by COUNTRY CARE GROUP within thirty (30) days of the claim being made.
- Refunds and returns will be processed by us within 72 hours of receiving the item at our warehouse.
- It can then take up to 48 hours for money to be credited by the bank into our customer accounts.
- All Refund claims made within the 30 day period, will be issued in the method by which they paid.
- Replacement product will only be shipped after the faulty item has been received by us unless stated otherwise by a Country Care Group representative.
- Goods must be unopened and in the same condition as they were sent.
- Proof of purchase must accompany all returns