



PRODUCT RETURNS FORM

IRIDIS RETURNS

Iridis Cosmetics has extremely high standards of customer service and our primary goal is to make sure you are a happy customer. **We will refund your purchase, or replace your products, in the following circumstances only:**

Reason	Reason Code
Products are defective or not fit for purpose	D
Products were damaged during transit	T
Wrong item sent to customer (Iridis mistake)	M

The product/s must be returned to Iridis Cosmetics, in the condition you received them, and depending on your request, Iridis will either replace the product/s or refund you the cost of the original items, but not the cost of the original postage. **Due to hygiene reasons we cannot accept returned goods that have been opened or used in any way, or that we reasonably believe to have been used.** To be valid, returns and exchanges must be sent back to Iridis within 7 days of receipt of the original package, and in the original packing. ***Please ensure you retain a recorded delivery receipt from Australia Post to establish that you have returned the goods.*** We do not accept liability for returned goods lost in transit or sent to an incorrect address. Please allow up to 10 days for us to receive your return and process your request.

STEP 1: COMPLETE THE INFORMATION BELOW:

Order Number:	
Name:	
Address:	
State:	
Postcode:	
Telephone:	
Email Address:	

STEP 2: LIST THE PRODUCTS/S YOU ARE RETURNING:

QTY	PRODUCT NAME	REASON CODE (What is the reason for return?)	ACTION TO BE TAKEN Exchange? Or Refund*?

***Refunds will only be processed to the original account used to pay for the products.**

- ☐ Please refund my PayPal account with the amount originally paid for this item/s: \$ _____
PayPal email account to credit: _____
- ☐ Please refund my credit card for the amount originally paid for this item/s: \$ _____

STEP 3: COMPLETE REFUND INFORMATION

Card Type: ☐ Visa ☐ MasterCard
Name on Card: _____
Credit Card No: _____ / _____ / _____ / _____
Expiry Date: _____ / _____ CCV No: _____

STEP 4: RETURN YOUR PACKAGE

Enclose this form, along with the products in original packaging, into a secure package, to avoid damage, and return via **registered post** to: **Iridis Cosmetics, PO Box 3100, Newport West VIC 3015**