



p :+61 7 3368 3112

Return & Exchange Form

YOUR ORDER SUMMARY		
DATE:	ORDER NO:	NAME:

QTY	PRODUCT NAME	PRICE	REFUND	EXCHANGE	REPLACEMENT SIZE	REPLACEMENT COLOUR	REASON CODE	REASON FOR REFUND OR EXCHANGE CODE
								1 – TOO BIG
								2 – TOO SMALL
								3 – TOO LONG
								4 – TOO SHORT
								5 – POOR QUALITY
								6 – STYLE DOESN'T SUIT
								7 – ARRIVED TOO LATE
								8 – NOT AS EXPECTED
								9 – UNWANTED GIFT
								10 – ITEM FAULTY
								11 – INCORRECT ITEM

DELIVERY AND RETURNS NOTE

If something is not right, or you would like a refund or exchange, please follow the steps below within 30 days of your delivery. Please ensure you return the goods in their original condition. For any other information regarding our returns policy, please contact us at info@ciaobellatravel.com.au

- List the items you would like to return or exchange above.
- Tick whether you would like a refund or exchange next to each item.
- We are only able to exchange items where a different size/colour of the same items is requested. You can place a new order if alternative items are required, and return the original item to us for a refund.
- Please select one of the reasons codes for each item. If you have received an incorrect item please mark exchange if you still require the original item.
- Enclose this form with your parcel and send back to us at the below address.

CIAO BELLA TRAVEL
 Shop 5, 65 MacGregor Terrace
 BARDON QLD 4065

Thank you!

OFFICE USE ONLY

Return Receipt Date: _____
 Processed By/Date: _____

Refund

- Received returned item, is it in good condition?
- Updated admin site stock & placed stock back on shelves
- Emailed customer with outcome
- Updated product description with customer's suggestions if required
- File form in returns folder

Replacement

- Sent replacement
- Emailed customer with our above solution
- Received faulty item
- Send back faulty item to supplier for credit
- Attach this form to initial order & customer's email if any
- File form in Returns folder