



# CUSTOMER RETURNS FORM

(Please include this form with items you are returning)

Name:

Date sent

Address:

Items being returned:

Qty	Size	Product

Reason for Return:

Is a refund due?

Yes - Enter amount

No

**REFUND AMOUNT**

**\$**

**PAYMENT METHOD**

**C/C**

**Afterpay**

**PayPal**

**Bank Details for Direct Deposit Refund:**

BSB:

ACC NO:

Return only – Replacement product requested / received

Refund (full price or faulty items only)  Credit/Coupon (full price / faulty / sale items)

Greenpet  
244 Verrierdale Road  
VERRIERDALE QLD 4562  
PH: 07 5449 1453  
enq@greenpet.com.au

## **Greenpet Returns**

We do sincerely apologize for the inconvenience this error has caused and hopefully we have resolved this in a timely manner.

**Please find enclosed one of the following options for return as discussed.**

**Satchel bag:** Please find enclosed a return satchel bag to return the incorrect item.

Please place item in satchel bag with enough packaging to avoid damage in transit back to us.

This can then be dropped off at your nearest post office over the counter.

**eParcel return label:** Please find enclosed a return label to place on the box.

We would appreciate if you could ensure the parcel is well-packed to avoid damage in transit back to us.

Once box is sealed please place return address label sticker on top of parcel and drop off at your nearest post office over the counter.

**There is no charge to you for these returns.**

Thank you

The Team @ Greenpet

**Please note:** All items remain the property of Greenpet unless paid for in full. Items incorrectly sent to you must be returned in good condition to avoid incurring charges for items not received back to us within 30 days.

We reserve the right to charge for additional items that are not returned as promised.