

# Return and Exchange Form

Invoice No: \_\_\_\_\_ Invoice Name: \_\_\_\_\_ Invoice Date: \_\_\_\_\_

List the item(s) you wish to RETURN below:

Product Description	Reason <sup>1</sup>	QTY	Size	Price	Action Requested <sup>2</sup>

<sup>1</sup>List of reasons for returning the item(s). Just write the letter in the reason column above.

- A. Did Not Fit                      B. Not as Described                      C. Wrong/Missing Item  
 D. Packaged Damaged              E. Wrong Size                              F. Damaged/Faulty Item

List the item(s) you wish to EXCHANGE/REPLACE for below

Product Description	QTY	Size	Price

<sup>2</sup>Action Requested: **E** = Exchange **R** = Refund

**Information**

Replacement item(s) will be sent to the shipping address on your invoice.

Full Name: \_\_\_\_\_

Organisation: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Postcode: \_\_\_\_\_

**Office Use Only**

Date Received: \_\_\_\_\_

Processed Date: \_\_\_\_\_

Processed By: \_\_\_\_\_

Dispatch Date: \_\_\_\_\_

**Return/Exchange Policy**

Thank you for supporting Lung Foundation Australia.  
 Our return policy is in addition to your rights under Australian Consumer Law.

If you need to return or exchange an item please fill in the form and send it back to us along with the item(s) and a copy of the original invoice/receipt. Please follow the steps below within 30 days of receiving your delivery.

1. Fill in your full details including the phone number and invoice number. The credit card used to make the purchase will receive the refund.
2. List the products you wish to return in the first table. Select one of the reason codes against your return.
3. Select one of the action requested codes (exchange or refund) for each item.
4. In case of exchange please fill in the details of the required product(s) in the exchange table.
5. Please be sure to provide product codes to aid us in processing your return promptly.
6. Make sure the returned products are in their original condition.
7. Please be mindful that your package can take up to 14 working days to be returned to us.
8. Please remember that we are unable to offer refunds for simple change of mind.

**SEND YOUR RETURN TO:**  
 Lung Foundation Australia  
 Reply Paid 85655  
 MILTON QLD 4064