



Sportstek Physical Therapy Supplies Pty Ltd

ABN 55 054 016 018

6 Park Road

Oakleigh, 3166

Victoria, Australia

Sportstek Credit Request Form

Please note:

A signed copy of this form along with a copy of the original invoice must accompany all items returned for credit.

Date: _____

Name: _____

Customer Code: _____ Phone Number: _____

Address: _____

Invoice Number: _____ Invoice Paid? _____

Reason For Return: (Please tick one box)

Ordered Wrong Size	Fault In Product	Return For Repair	Received Incorrect Goods
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Details: _____

Please sign below to certify that you have read and understand our returns policy.

Signature: _____

Office use Only

Staff Member:

Date:

Pending Number

Approved: Yes / No

Amount to be credited: _____ **Credit number** _____

Method of Credit:

Details: _____

Expires _____



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Sportstek Returns Policy

Sportstek offers the option to return an item or items under the following guidelines.

A Sportstek Credit Request form must be filled out in full, signed and attached to the goods being returned along with a copy of the Invoice (as proof of purchase). Failure to do this will result in delays before any item can be credited and may void the credit request.

All items must be returned within 40 days for account holders (or 30 days for retail / non account holders) of the original invoice date in order to receive a full credit.

Items must not be used, soiled, worn or damaged.

Braces etc which have been tried on for size will be fine however wearing an item even for short periods of time may result in stains, marks, damages and occasionally smells which will render the item unfit for re-sale.

Items which do not meet the above criteria may be ineligible for credit.

All original packaging must be returned undamaged.

When sending items back for return it is essential to ensure they are packaged so as not to damage any part of the item.

Items returned with damaged packaging may incur penalties of up to 20% of the total cost of the product (before GST) not being credited.

Sportstek will pay for postage only on items where our records show that the item has been picked, invoiced or despatched incorrectly.

For exchanges and size swaps you must also pay the postage for the new goods to be shipped out. This will be the same amount as per the original invoice.

Sportstek will not refund the postage costs if our system shows the order to be picked, invoiced and despatched correctly.

All goods returned as faulty will be inspected for a manufacturing defect. If deemed faulty, a repair, refund or exchange will be given.

What To Return:

All of the product and its parts

All of the packaging

A copy of the invoice/ receipt and a signed copy of the Sportstek Credit Request Form

Returns postal address

Sportstek

Attn: Returns Department

6 Park Road

Oakleigh Vic

3166