



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 refund or exchange.

TODAY'S DATE: _____

DATE PURCHASED: _____

NAME: _____

ORDER IDENTIFICATION NUMBER (Order ID #): _____

PHONE NUMBER (including area code): _____

ADDRESS: _____

EMAIL ADDRESS: _____

REASON FOR RETURN: (please circle)

- Ordered Wrong Size
- Fault In Product
- Return For Repair
- Received Incorrect Goods

Details: _____

Please sign below to certify that you have read and understand our Return Policy.

SIGNATURE: _____

Return Policy

PhysioAdvisor offers you the option to return an item for a refund or a swap for size. The rules for returning an item are as follows and must be **strictly** adhered to:

- **Must not be used** - only tried on for size (for example - at a shoe store, you cannot buy a pair of shoes and walk in them for a day and then take them back - the same rule applies for our goods! We will NOT refund for used items!). Items must not be 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 a refund.
- **You must also return the packaging** as well as the item itself. Pack the packaging with care. It is needed for reselling. 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 refunded.
- **You will pay the return postage.**
- For swap for size, **you must also pay the postage for the replacement items** (ideally via a pre-paid post satchel - this will usually be a similar amount to the original shipping charge). Please include a pre-paid post satchel when returning your item. For larger items that will not fit in a pre-paid post satchel, credit card details will be required for the return postage fee. PhysioAdvisor will pay for postage only on items where our records show that the item has been picked, invoiced or despatched incorrectly. PhysioAdvisor will not refund the postage costs if our system shows the order to be picked, invoiced and despatched correctly.
- **30 day time limit** - No returns, exchanges, or faulty item credits will be accepted after 30 days from the time of issue.
- A **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 refunded and may void the credit request.
- You are responsible for ensuring the item is delivered to our suppliers address as outlined below. **We recommend you use registered post when returning your item.** This is important to ensure your item is trackable, as regular post may occasionally lose mail. We will not be held responsible if your item does not arrive at our supplier.

Deliver directly to: Returns & Exchanges, PhysioAdvisor, Sportstek, PO Box 576, Hornsby, NSW, 1630, Australia..

This policy applies to any item purchased from PhysioAdvisor.

Faulty items

All goods returned as faulty will be inspected for a manufacturing defect. If deemed faulty, a repair, refund or exchange will be given. We will refund the product provided you have proof of purchase, without this we can only offer exchanges for the same product. Shipping will not be refunded unless the goods were sent in error.

If you have any queries please contact us at [**info@physioadvisor.com.au**](mailto:info@physioadvisor.com.au).

What to return

- All of the product and its parts
- All of the packaging
- A copy of the invoice / receipt
- A completed and signed copy of the Credit Request Form
- Your contact details

Returns postal address

Returns & Exchanges
PhysioAdvisor
Sportstek
PO Box 576
Hornsby,NSW, 1630
Australia.