

# RETURNS AUTHORISATION FORM ONLINE

BLACK PEPPER BRANDS PTY LTD

ABN 60 112 065 559

Please use this form to return any item or report any issue related to items purchased from our online store.  
Purchases made from another store must be returned directly to that store.

## INSTRUCTIONS

1. Simply fill out this Returns Authorisation Form
2. Include a copy of the invoice, receipt and/or proof of purchase
3. Pack all item(s) in secure packaging and stick pre-paid return label on parcel. Address the parcel to: Black Pepper Returns Department c/o Fastline, Window 3; 309 Fitzgerald Road, Derrimut VIC 3030 Australia
4. Drop parcel at your local Post Office

## PERSONAL DETAILS

NAME: ..... DATE OF PURCHASE: ..... CUSTOMER ORDER NUMBER: .....  
ADDRESS: .....  
PHONE: ..... EMAIL: .....

## RETURN DETAILS

	STYLE	COLOUR	SIZE	REASON	EXCHANGE OR REFUND (circle one)
1.					EXCHANGE / REFUND
2.					EXCHANGE / REFUND
3.					EXCHANGE / REFUND
4.					EXCHANGE / REFUND
5.					EXCHANGE / REFUND

## CONDITIONS

All returns must be made within 30 days from the date of receiving your order, unless it concerns a manufacturing defect. We will not accept a return on any item which is considered used, except in the case of a manufacturing defect. On receiving your return item(s) complete returns authorisation form and copy of your original invoice receipt and/or proof of purchase, we will gladly send you a replacement if available or refund your purchase price, excluding postage.

## CONTACT

If you have any further questions, please contact our Customer Service Department via email at [info@bpbrands.com.au](mailto:info@bpbrands.com.au) or call between 9:00am - 4:45pm, Monday - Friday on +613 9902 5111.