

RETURNS FORM

Please read the *Returns Policy* available on onsport.com.au to determine whether you are eligible for a refund **before sending products back to us**. If you have read the onsport.com.au *Returns Policy* and believe you are eligible for a refund please complete the following steps:

- 1) Complete this Returns Form, being sure to include all required details accurately;
- 2) Contact onsport.com.au by sending an email to: returns@onsport.com.au, stating your order number, full name and how you would like to receive your returns label (PDF to be printed via email, or sent via mail);
- 3) Package the products for return shipping by:
 - a) **Including this Returns Form** and the products being returned (unused and in the condition they were in when you received them, in the original manufacturer's packaging and with the original manufacturer's tags/labels attached to them) into the onsport.com.au box your order arrived in (or any other box you may have or purchase) and carefully seal the box you are returning with masking tape; **or**
 - b) If your products didn't arrive in a box or a postage satchel, but instead arrived wrapped in plastic, carefully re-wrap your products either in the original plastic they were received in, being sure to tape up any gaps/holes so that the products cannot fall out during shipping, or wrap them up in any non-transparent plastic and seal them up with tape. Be sure to include and wrap any bubble wrap previously supplied around the outside of the products and **include this Returns Form inside together with the products before wrapping the products up**;
- 4) Attach the returns label (we mailed/mailed you) to your sealed box or plastic wrapped package, covering up any other mail label (including the original label used to deliver the products to you) or any mail address written on the package you are returning;
- 5) Return your box over the counter to any Australia Post shop throughout Australia.

We'll notify you once we've received your returned products and this *Returns Form* and determined the outcome of our review of your returned products.

Please complete the following details:

Name:

Order number:

Order date:

Email address (registered with onsport.com.au):

Phone:

SKU	Qty.	Desc.	Qty returning
Total number of items returned			

Declaration & refund method (for Velocity Points refunding only):

By completing this form, you declare that you are returning the products in the same condition as they were sent to you, within 21 days of the purchase date and in accordance with the Returns Policy as available on onsport.com.au, believe you are eligible for a refund.

For returns **ONLY** where your original transaction or a portion of the transaction was made **using Velocity Points**, please indicate by ticking a box below (and completing the EFT details if you select EFT), which refund method you would like us to use to refund the cash equivalent value of the Velocity Points you redeemed in your original transaction**:

- e-vouchers**, to be used on onsport.com.au at any time from the date of issue; **OR**
 Electronic Funds Transfer (EFT) to your bank account (please complete the below details):

○ BSB: ___ ___ ___ - ___ ___ ___ Account number: _____

○ Name account held in: _____

**** Under no circumstances can we process a refund by reallocating Velocity Points to your account. See the Returns Policy on onsport.com.au for further details.**

If your products are being returned for being defective, please specify clearly what defects exist:
