



RETURNS FORM

Wanting to return your item?

If you have changed your mind on a purchase we will exchange your item or, for full price items refund your original method of payment, for sale items issue an exchange gift card to be used online, provided that:

- You return the item within 14 days (inclusive) from the tracked date of delivery
- You produce a copy of the original invoice (receipt) when you return the item
- The item is in original saleable condition
- The item was originally purchased online (including crowdfunding platforms)

Please note, Sale items can be returned for exchange only, NO REFUNDS will be given for sale or crowdfunded items.

We encourage you to return your parcel via registered or traceable postal services as all returned parcels remain the responsibility of the purchaser until received by Rival Collective. Please note, return postage costs will be at your own expense. If the item(s) you wish to return is faulty or not as ordered, please contact customer@rival-collective.com before posting your return. **Please ensure all items are packaged well to protect from damage during transit - damaged parcels will not be accepted and returned to sender.**

Order Date	Order Number

REASON CODE		1. WRONG SIZE/COLOUR		2. CHANGE OF MIND		3. DEFECTIVE (PLEASE SPECIFY)		4. INCORRECT ITEM RECEIVED	
QTY	STYLE CODE	PRODUCT	PRICE	REASON CODE	EXCHANGE PRODUCT	EXCHANGE COLOUR	EXCHANGE SIZE	EXCHANGE PRICE	
Total Exchange Amount			\$						

Completing an Online Returns Form

Fill in the required fields above and send with your parcel to the online return address listed.

For more information on our returns policy please see rival-collective.com/returns on our website or email customer@rival-collective.com.

Your Return Details:

Name: _____ Email: _____

Contact No.: _____

Address 1: _____

Address 2: _____

State: _____ Country: _____

Please send all returns to:

<p>C/O Rival Collective Pty Ltd PO BOX 1011 Sunshine West, VIC 3020 Australia</p>
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