

RETURN / EXCHANGE FORM

IMAGINE Homewares and Hampers, a brand proudly developed by Greenacres Disability Services, is happy to offer refunds or exchanges in accordance with our Returns & Exchange Policy and our Terms and Conditions. With the exception of faulty items, items must be returned within one calendar month from the original purchase date.

General

- All requests will be processed within 5 business days of receiving your parcel into our warehouse, with the exception of faulty items:
 - the item(s) must be unused and in the original, resalable condition and
 - the postage cost will be at your own expense.
- Proof of purchase must be provided.

Exchanges

- You can exchange an item for one of an equal or higher value provided you pay the difference in the purchase price.
- If an item is out of stock, we may not be able to fulfill your exchange request. In this case, someone from our customer service team will contact you to discuss alternatives.

NAME: _____ ORDER / INVOICE # _____

PHONE: _____ EMAIL: _____

REFUNDS ONLY – Please fill in the table below.

Item being returned	Full Product Description	Colour	Price
TOTAL AMOUNT FOR REFUND			\$

EXCHANGES ONLY – Please fill in the table below.

Item being returned	Full Product Description	Replacement Product Requested	Colour	Price
TOTAL NUMBER OF ITEMS BEING RETURNED				

Returning your item(s) for refund or exchange.

The item(s) must be returned to either the original place of purchase or our warehouse either in person between 8.30am and 4:00pm Monday to Friday (AEST) or via post. The warehouse address is:

Greenacres Disability Services
Building 1,
4 Ralph Black Drive
North Wollongong, NSW, 2500

Please contact the customer service team if you have any queries or require assistance by calling 1800 IMAGINE (1800 462 446) between 8.30am and 4:00pm Monday to Friday (AEST) or emailing hello@imaginehomewaresandhampers.com.au