

Returns are different to warranty and consumer guarantees. A return is when there is nothing wrong with the product but you want to return it for another reason. We understand that you may want or need to return an item, so we offer 30 day returns from the date of the receipt, subject to the following conditions:

- You produce sufficient proof of purchase (i.e. the receipt).
- The product is in a saleable condition, which means it is undamaged, unused and in its original undamaged packaging.
- If the product is part of a package or we provided a free gift or discount on other products because you purchased the item, all of the associated products must also be returned in a saleable condition. If any of the associated products are not returned or we determine they are not in saleable condition, we may deduct the price difference between our regular price and what you paid for those items from any refund or store credit we offer you.
- Your return request must be received within 30 days of the receipt date.
- If we approve your return, we will issue you with a refund to the same payment method as the original transaction, to the value of the product purchase price less a restocking fee of 7% of the purchase price and any amounts we paid for shipping. If we are unable to process a refund to the same payment method, we will supply you with store credit which will be valid for 3 months.

You can complete a return request in-store, simply bring your proof of purchase (i.e. the receipt), the product including all accessories and associated products. Alternatively, if you need or want to ship the product back to us the following additional conditions apply:

- You must complete and submit a return request via our returns page at www.allthingsrc.com.au/returns. Alternatively, download and complete our return request form on the next page and email it to us along with your proof of purchase and where possible, photos showing the current condition of the product to sales@allthingsrc.com.au. If we conditionally approve your return we will supply you with a Return Authorisation (RA) number and the Returns RA Form, which must be completed, signed and sent with the returned products.
- You will be responsible for ensuring the product is returned in saleable condition. If the returned product is either not received by us (lost in transit), does not have a completed and signed Returns RA Form or is received by us, but is not in satisfactory saleable condition, your return will be declined and any return shipping back to you will be at your own expense. If products from declined returns are not picked-up or return shipping paid for within 30 days of the date of decline, we reserve the right to take possession of or dispose of the goods.
- If your return is approved, we will issue your refund or store credit within 5 business days.

Return Request Form

To make a return request, complete this form and:

- Bring it into the store with your receipt and the product, accessories and associated products; or
- Email it to us along with your proof of purchase and where possible, photos showing the current condition of the product to sales@allthingsrc.com.au.

Your Contact Information

Name	<input type="text"/>		
Email	<input type="text"/>	Phone	<input type="text"/>

Order Details

Customer	<input type="text"/>		
Receipt Date	<input type="text"/>	or	Online Order Date <input type="text"/>
Receipt No.	<input type="text"/>	or	Online Order No. <input type="text"/>

Product Return Information

Item/Model	<input type="text"/>	Qty	<input type="text"/>
Product	<input type="text"/>		
Product condition	<input type="checkbox"/> Unopened and unused <input type="checkbox"/> Opened and unused <input type="checkbox"/> Used		
	If the product has been opened or used in any way, describe to what extent below:		
	<input type="text"/>		
Reason for wanting a return	<input type="text"/>		

DON'T SEND US THE PRODUCT AT THIS TIME!

If this form is emailed to us, on most occasions we will be in contact with you about your request within 3 business days, but please allow up to a week particularly during busy periods such as Christmas. If we accept your return request, it is conditional and subject to the satisfactory return of the product. We will provide you with a Return Authorisation (RA) number and Returns RA Form to complete, sign and send back with the item. You will be responsible for returning the product safely and for the associated costs.