

RETURN / EXCHANGE FORM

IMAGINE Homewares and Hampers, a brand developed by Greenacres Disability Services, is happy to offer refunds or exchanges in accordance with our Returns & Exchange Policy 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 a 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.

YOUR NAME: _____ ORDER # _____

YOUR PHONE OR EMAIL: _____

Product being returned	Please circle what is required	If exchanging, please provide details of the product being requested:	Colour	Size
	Refund / Exchange			
	Refund / Exchange			
	Refund / Exchange			

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 9:00 am and 4:00 pm 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 9:00 am and 4:00 pm Monday to Friday (AEST) or emailing orders@greenacres.net.au.