AWI ONLINE RETURNS AND EXCHANGE FORM

Thank you for shopping at AWI's wool.com website. We aim to ensure you are pleased with your online shopping experience and the items that you have ordered.

If the items you have purchased are not suitable or you have changed your mind, we are happy to **exchange** the item for a different size or colour (if available) or **refund** your purchase. You should send the item(s) back to AWI within 30 days from the date of shipment to you. All returned items of apparel must be unwashed, unworn and in original condition (this includes any original tags and packaging). This does not mean you cannot try it on for size!

Refunds can only be credited back to the credit card account that was used to make the original purchase. The refund will be processed as soon as the items have been received and inspected. Please allow up to 10 working days from the day you return the item for your account to be credited.

Once your order has been exchanged or refund has been processed, you will receive an email confirmation.

We regret that we are unable to refund the shipping and handling costs of returns, unless the item was faulty or not as ordered.

In order to qualify for a return, you must:
• Complete the information required at the bottom of this form.
• Enclose your receipt with the item(s) you would like to return, and mail (we recommend registered mail) to:

**AWI Jacket Offer,
c/- FS Pack and Mail Services, 369 Royal Parade Parkville VIC 3052**

Should you have any further queries, please call our mailhouse on (03) 8060 2156 or email at franks@packandmail.com.au

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RETURNS PROCEDURE

NAME   AWI SHAREHOLDER OR LEVY PAYER REFERENCE NUMBER (IF APPLICABLE):

DAYTIME PHONE NUMBER: EMAIL ADDRESS:

ADDRESS:

I would like an exchange (please include details below of the product you would like in exchange).

OR

I would like a refund.

RETURNED ITEMS

Item description	Colour	Size	Quantity

REASON FOR RETURN / PREFERRED EXCHANGE ITEM / COMMENTS:

OFFICE USE ONLY

Received Return Date   Staff member logging return

Date Refunded   Staff member logging refund

REFUNDED TOTAL