

# RETURNS FORM

UP THERE

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## HOW TO RETURN YOUR GOODS

If you are not completely satisfied with the goods you have received, you can return them to us within 5 business days of purchase, providing the item(s) are in resalable condition. Meaning they are unused and include original invoice, tags and packaging.

We do not accept returns on items that appear to have been worn, washed, or are not in original condition, nor do we offer exchanges of any kind on discounted/sale items.

Please fill out this form, email a copy to us at [online@uptherestore.com](mailto:online@uptherestore.com) and include a hard copy with your return. Please note that we do not offer refunds, only exchanges.

The customer retains responsibility for the purchased item(s) until arrival at the returns address listed below, so it is advisable to send all returns with a traceable postal service.\*

Once we receive your returned item(s), you will receive an email with either a tracking number for your new exchanged item or directions regarding the next step in the returns process.

Please do not hesitate to contact us either by phone (03 9670 6225) or email ([online@uptherestore.com](mailto:online@uptherestore.com)) if you have any questions regard the process outline above.

**NAME:** ..... **ORDER NUMBER:** .....

**PRODUCT(S):** .....

**PRODUCT(S) AND/OR SIZE YOU WOULD LIKE TO EXCHANGE FOR:** .....

## REASON FOR RETURN:

- |   |                                     |
|---|-------------------------------------|
| <input type="checkbox"/> Doesn't fit                        | <input type="checkbox"/> Other..... |
| <input type="checkbox"/> Looks different than on site       | .....                               |
| <input type="checkbox"/> Change of mind                     | .....                               |
| <input type="checkbox"/> Incorrect item(s) or Size received | .....                               |
| <input type="checkbox"/> Faulty or damaged item(s)          | .....                               |

## ALL RETURNS MUST BE SENT TO:

1/15 Mckillop Street,  
Melbourne, Victoria, 3000  
Australia  
Att: Up There Store

\* Up There take no responsibility for items that are damaged, lost or stolen throughout their return journey in the return transit.