



This is our 100% Satisfaction Guarantee to you!

Are you not completely satisfied with your purchase from BagsnPacks.com.au? No worries, we have our 100% Satisfaction Guarantee* in place, which allows you to return your purchase to BagsnPacks within 7 days from the receipt of shipment, for either a refund or exchange.

Please note that for all returns and refunds, you must present proof of purchase. Proof of purchase can be either the invoice/order number from BagsnPacks or any correspondence from BagsnPacks confirming your purchase.

All returned items must be unused and undamaged, in their received conditions, including original packaging material with all tags and accessories attached. We will not accept returns that have been worn and/or with tags removed.

Please complete this form in full, and include it with your returned item(s).

1. I am returning my purchase from BagsnPacks for a...

Refund

Exchange

2. Your Contact Details

Name

Your BagsnPacks Login

Date Time Contact Phone Number

Email Address

3. Your Returned Item(s)

(Please use and attach additional sheets of paper if necessary)

Date of Order

Order/ Invoice Number (If Known)

Product Name

Brief Product Description

Date of Receipt of Shipment

Date of Return

4. Your Bank / Paypal Account Details (for full or partial refunds only)

Please note that for all refunds, we will only credit you in the form of your original method of payment (i.e. either via bank deposit or Paypal), excluding delivery cost.

Alternatively, you may request a BagsnPacks store credit that can be used against future purchase at BagsnPacks.

4a.

I would like my refund via Bank Deposit as this is my original form of payment

Name of Account Holder

Name of Banking Institution

BSB Number

Account Number

Bank Address (If Known)

OR

4b.

I would like my refund via Paypal as this is my original form of payment.

Your Paypal Account _____

Name of Account Holder _____

Paypal Account Email _____

OR

4c.

I would like my refund in the form of credit notes with BagsnPacks, as I will purchase at BagsnPacks again within the next 12 months.

Your BagsnPacks Login _____

5. Your Replacement/New Order (for exchange only)

If you would like to exchange for a different bag, simply place your new order on BagsnPacks.com.au, and then return the original purchase to us with this form.

I have placed my new order on BagsnPacks.com.au, and my new order/invoice number is: _____

I have not yet placed my new order, but I have contacted BagsnPacks regarding this matter and my reference no. is: _____

Important Notes:

We will refund the difference between the value of your original and new (i.e. exchanged item) purchase in the form of your original method of payment. If this is the case, please make sure you also fill in Section 4 above.

If additional payment is required as a result of your new purchase (i.e. exchanged item), please pay the balance of payment either via bank deposit or paypal, as per the payment instructions outlined at the checkout of your new purchase. We will send you the exchanged item(s) upon receipt of both your returned item and balance of payment.

6. Your Reason for the Refund

I am returning this bag (these bags) because... _____

7. Declaration

I declare that my returned item(s) has(have) never been used, and in its (their) received conditions, including original packaging material with all tags and accessories attached.

Signature _____

Your Full Name (Please Print): _____

Date _____

Other Return/ Exchange Information

Please send back your returned item(s) from BagsnPacks with this form completed to:

**BagsnPacks Pty Ltd
PO Box 1079
Altona Gate
VIC 3205 Australia**

Please note that you are responsible for all the associated return postage and handling expenses. Returned items sent by Cash on Deliveries (COD) or receiver billing will strictly not be accepted.

We recommend that you return your unwanted items using registered post or trackable courier. We will not held responsible if returned items are lost in transit.. Please allow 14 days from the day you return your purchase for your refund to be processed.

If you have any queries, please do not hesitate to contact us via email, sales@bagsnpacks.com.au