



(02) 9256 8490 | shop@gluestore.com.au | Mon – Fri (9am-5pm AEST)

THANKS FOR SHOPPING WITH GLUE STORE

OUR RETURNS POLICY AT A GLANCE

Online orders can be returned to our dispatch centre, or taken to one of our stores

Returns must be received before replacement product(s) will be dispatched

The item being returned must be in its original condition and packaging

Returns by post are to be paid for by the customer (unless the item is faulty or incorrectly supplied)

The product(s) must be returned within 30 days of delivery

Our Health & Hygiene Policy prohibits returns for underwear, swimwear and jewellery

Please ensure your return is compliant with our full Returns Policy found at: www.gluestore.com.au/about-us/returns-policy.

RETURNING PRODUCT ONLINE

Simply fill out the form below, and enclose this form with the item(s) you are returning. Mail your return to:

GLUE STORE (RETURNS)
Area C1 – Dock 13, 350 Parramatta Rd
HOMEBUSH WEST NSW 2140

Once we receive your return, we will send you a confirmation email.

IMPORTANT: Please allow up to 7 business days for your return to be processed.

RETURNING PRODUCT IN STORE

Simply take the item(s) you wish to return to one of our stores.

If you paid using **AfterPay**, or a **credit/debit card**, one of our store representatives can assist you with:

- Exchange for another size, colour or style
- Store credit
- Refund

If you paid using **PayPal**, one of our store representatives can assist you with:

- Exchange for another size, colour or style
- Store credit

If you paid using PayPal and would like a refund, you will need to return your item(s) by post using the form below.

	YOUR ORDER #:
	NAME:

Please ensure you have complied with the below requirements.

Failure to comply with the following requirements may result in your return being rejected or significantly delayed.

- You have a copy of your Return Tracking Number from Australia Post;
- This form includes the original Order Number above;
- The Product(s) being returned are unworn and unopened, unwashed and undamaged (except in the case of faulty Products);
- The Product(s) being returned are in their original condition, with all original tags attached and/or in their original packaging;
- It has been less than 30 days since the Product(s) were delivered;
- There are no labels, tape or other packing affixed to Product(s) or their box/packaging.

ITEM DESCRIPTION	SIZE	REASON CODE(S)

REASON CODES
1. Refund
2. Exchange
3. Faulty
4. Wrong item
5. Changed mind
6. Doesn't fit

Customer Signature _____