



RETURNS & EXCHANGE FORM

CUSTOMER DETAILS:

First Name:		Surname:	
Email:		Phone Number:	
Street Address:		Suburb:	
Postcode:	State:	Country:	
Online Order Number:		RA Number:	

Please call the Cowboys Team Shop on (07) 4724 8002 or email shop@cowboysleagues.com.au to receive your return authorisation (RA) number. Returns will not be accepted without an authorisation number.

Please tick ✓ **RETURN** **EXCHANGE**

ITEMS BEING RETURNED

Quantity	Description	Size

(IF APPLICABLE) EXCHANGE FOR:

Quantity	Description	Size

Return/Exchange Checklist

- 1: Phone the Cowboys Team Shop on (07) 4724 8002 or email shop@cowboysleagues.com.au to confirm your return or exchange options & receive your authorisation number.
- 2: Print & complete the Returns & Exchange form.
- 3: **Be sure to read the Terms & Conditions overleaf and sign to accept.**
- 4: Enclose this completed form, original receipt & item in your parcel.
- 5: Please return your items using a traceable or insured delivery method to:
COWBOYS TEAM SHOP, Cowboys Leagues Club, PO Box 2266 Townsville QLD 4810

Terms & Conditions

- Where goods are faulty, different from a sample shown to you or don't do what they are supposed to do, the purchaser must arrange postage back to the Cowboys Team Shop. If applicable, the Cowboys Team Shop will pay the cost to return the repaired or replaced item to you. If you change your mind or receive an unwanted present, the cost of all return postage is covered by the purchasing customer, please include a self addresses pre-paid satchel for prompt return.
- Items must be returned within 30 days of purchase.
- Items must be in original, re-sellable condition with all tags attached.
- Proof of purchase must be supplied.
- Original freight fees are non refundable.
- The Cowboys Team Shop takes no responsibility for items lost or damaged during transit. It is recommended that a traceable method of postage is used.
- If these terms and conditions are not met your item(s) will be sent back to you.
- Policy excludes perishable items (including Jewellery).
- Please see Returns & Exchanges section on website for further terms & conditions.

By submitting my return and/or exchange I understand and accept the Cowboys Team Shop Terms and Conditions.

Signature:_____ **Date:**_____