

## CUSTOMER DETAILS

Name | \_\_\_\_\_

Email | \_\_\_\_\_ Ph | \_\_\_\_\_

Address | \_\_\_\_\_

## PRODUCT DETAILS

Model | \_\_\_\_\_ Size | \_\_\_\_\_

Colour | \_\_\_\_\_ Purchase date | \_\_\_\_\_

Purchased from | \_\_\_\_\_ Receipt attached  Yes  No

Reason for return/service required (For example, 'Patch small hole on lid of pack!')

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**Please note:** gear returned for repairs needs to be really, really clean. Otherwise the cost of cleaning will be added to the quoted price of repairs.

➤ Postage: we will cover the cost of sending out replacement items, but not the postage for returning goods to the One Planet factory. We are not responsible for items missing in transit. When returning your goods, we suggest using a mail service that allows tracking.

- Repairs and servicing can take up to two weeks. (Longer for sleeping bags.) If you need your gear by a particular date, please let us know. \_\_\_ / \_\_\_ / \_\_\_
- We will contact you to discuss price, repairs and warranty issues once we have received and assessed your gear.
- The One Planet Factory can be contacted Monday-Friday, 9am- 4.30pm: +613 9311 5244; [sales@oneplanet.com.au](mailto:sales@oneplanet.com.au)

Please enclose the completed form with your goods and attach the address label below to the package.



<p><b>DELIVER TO:</b></p> <p><b>One Planet</b> Att: Repairs <b>650 Somerville Road,</b> <b>Sunshine West VIC 3020</b></p>	<p><b>SENDER:</b></p> <p>_____</p>
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