RETURNS AND EXCHANGES

If you're not completely satisfied with your new purchase you are welcome to return it for a full refund or exchange it for an alternative product.

FULL NAME

ORDER NUMBER | A | U | | | | | | | | |

You'll find this in your order confirmation email

I WOULD LIKE:

☐ A refund

☐ To exchange – Please fill in both tables below

REASON CODE
1. Doesn't fit properly
2. Item not suitable
3. Colour not as expected
4. Arrived too late
5. Incorrect item received
6. Faulty

Returning a product

Qty	Product Code	Size	Reason Code	Comments
1	112971-BLK00	M	3	Darker than expected *(Example)*

Exchanging a product

Qty	Product Code	Replacement size	Replacement colour
1	113562-BLK00	XL	WHT00 *(Example)*

To return your item by post for an exchange, please book a return label through the Australian Post portal and include your completed exchange form inside the parcel.

For full terms and conditions or further assistance, visit **macpac.com.au/returns.html** or call us toll-free on: **1800 325 215**

NSW, ACT, or QLD Returns:
Macpac Webstore Returns
78 Pyrmont Bridge Road,
Camperdown, NSW 2038

VIC, TAS, NT, NT, or WA Returns:
Macpac Webstore Returns
287 Whitehorse Road,
Nunawading, Victoria, 3131

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