



Exchange, Refund & Warranty Form



Alinta Apparel offers Refunds and Exchanges on garments that are unworn and still in their original condition within 6 months of the purchase date.

Exchange:

Option 1: Reorder preferred garment, complete this form and post back incorrect garment to our warehouse. New orders will be processed within 1-2 business days. Refund on incorrect garment will be processed within 7 days once parcel has been received.

Option 2 (size exchanges only): Complete this form and return incorrect size via Australia Post. Once parcel has been received, new garment size will be processed. Note: This may take up to 10 days for new size to arrive back to customer.

Refund: Complete this form and return all garments via Australia post. Once received, refunds will be processed within 7 days.

Warranty: Alinta offers 12 months warranty on items with manufacturing faults, excluding general wear and tear. All garments must be laundered prior to sending for warranty assessment. Garments that have not been washed will not be assessed.

Step 1:

I would like to request a : Refund Exchange Refund on all items on invoice Warranty Claim

Purchase Date: Student Name:

Invoice #: Parent / Carers Name:

Contact #: Email:

List product(s)	Size	New Size (exchange only)	QTY	Reason

Step 2: Once completed, place this form and garments in a post bag. Free post bags can be collected from selected school admin offices.

Step 3: Lodge parcel details online at www.alintaapparel.com.au to print your free prepaid post label. Don't have access to a printer? Lodge the parcel details online and visit any post office in Australia where they can print the label for you.

Step 4: Post your parcel at a post office or in a red post box.(Return address will be on your prepaid post label) Please allow 7-10 days postage and your return or refund to be processed.

Note: To locate your invoice number, please check your email history from Alinta Apparel or call our customer service line for assistance on 02 4321 0433 or info@alinta.com