

HAWKSNEST

RETURNS AND EXCHANGES FORM



Hawthorn Football Club
PO Box 829 Mt Waverley VIC 3149

Thanks for your purchase with HawksNest - Official merchandise of Hawthorn Football Club. By purchasing with us, you are supporting your club, the mighty Hawks! We hope you enjoy the items you have purchased from us. We are committed to providing you with excellent customer service with high quality products. If by chance there is something wrong with the item(s) that you have received, the size is incorrect or if you have simply changed your mind, please complete this returns and exchanges form below, return it to us within 30 days of your purchase with all item tags and packing still in tact and indicate to us how you would like us to handle the return. Note that there are no refunds or exchanges on sale items.

STEP 1 | YOUR DETAILS

HAWTHORN FC MEMBER NUMBER:	DATE OF ORDER: / /
NAME:	
PHONE:	EMAIL:
ORDER MADE: <input type="checkbox"/> HAWKSNEST ONLINE (ORDER NUMBER):	BY MAIL <input type="checkbox"/> BY PHONE <input type="checkbox"/>

STEP 2 | HOW WOULD YOU LIKE THIS RETURN HANDLED?

1. REPLACEMENT (DAMAGED/FAULTY PRODUCTS ONLY) 2. REFUND

PLEASE NOTE: For exchanges, you must apply for a refund, then re-order and purchase your new items again via HawksNest Online. This will help to ensure that you will be purchasing items that are still currently available.

STEP 3 | LIST OF ITEMS YOU ARE RETURNING

Please specify a code in the REASON FOR RETURN column that corresponds to your returned item.

A: Faulty B: Incorrect size C: Unwanted gift D: Change of mind E: Other

ITEM DESCRIPTION	CODE	SIZE	QTY	PRICE	REASON FOR RETURN (A, B, C, D or E)
ITEM 1					
ITEM 1					
ITEM 1					
ITEM 1					

PLEASE NOTE: For all customized items including guernseys with printed heat pressed names and numbers, jewellery etc. cannot be exchanged or refunded under any circumstances.

STEP 4 | CUSTOMER DECLARATION

I HAVE PROVIDED PROOF OF ORIGINAL PURCHASE, AND WISH FOR MY RETURN TO BE HANDLED BY HAWKSNEST

NAME:	
SIGNATURE:	DATE: / /

RETURN SHIPPING POLICY: If we make a mistake, we will happily arrange free delivery of goods either supplied in error or faulty upon delivery. If you are returning goods for change of mind or different size or colour, this return postage charge will be at the cost of the customer. To protect yourself we suggest returning via registered post or courier as these are the property of the customer until HawksNest receives the goods. If you require a refund for the goods sending back from an online order, the refund will automatically go back to your original credit card used. If the goods returned are not from an online order, please complete the section below for a refund to your nominated credit card:

<input type="checkbox"/> VISA <input type="checkbox"/> MASTERCARD	
CARD NUMBER:	CARD EXPIRY:
CARDHOLDER'S NAME:	CW:

INTERNAL USE ONLY:

Return mail processed by: _____ Refund processed date: _____

Return mail received date: _____ Tracking ID: _____