

Tel: (03) 9555 7797



House of Mo Shen Pty Ltd

T/As House of Uniforms

ACN: 107 856 922

ABN: 80 107 856 922

Fax: (03) 9555 6797

How you look in business, is our business.®

E: info@houseofuniforms.com.au

www.houseofuniforms.com.au

Office: 2 - 4 Walter Street, Moorabbin, Vic, 3189

RETURN REQUEST FORM

Here at House of Uniforms we understand that after receiving an order you may want or need to exchange an item for a different size or style etc

While we try our best to facilitate these return requests there are costs involved that we unfortunately have to pass on to the customer.

We are not making a profit on these costs. They are merely a cost recovery for what we ourselves are charged by the warehouses and couriers etc.

Basically how a return works for us is once we receive the completed form from the customer, we need to contact the supplier. The supplier will require us to fill in multiple forms to process the return and if successful we will then be charged the restocking fee (if applicable). Our staff must then ready the garments for return to the warehouse via courier. This takes a fair amount of time for staff to process and the courier costs need to be included as well.

Our warehouses have strict rules in regards to accepting garments back into the inventory. They need to be in as new condition 'ie have all bags, tags, hangers etc'. They also have very strict rules about time frames for accepting returns. Please refer to the check boxes on the next page for further information.

If you would like to return an item you would need to fill in the form on the next page. Please read the terms and conditions thoroughly as they're nonnegotiable. Once you have filled in the form you will need to send it through to our friendly staff for approval. If it is approved we will notify you so that you may return the item to us to process the credit or replacement garments.

Please do not fill in the form and send it with the garment back to us without it first being approved by our staff.

You will need to also provide credit card details for us to charge the admin fee, restocking fees if applicable and freight (you can choose to pick the replacement garments up from our showroom, please just tick the 'P/U' box on the last page).

If you believe that your item is faulty please request a copy of our Faulty Garment Return Request Form.

Tel: (03) 9555 7797

Fax: (03) 9555 6797

E: info@houseofuniforms.com.au



How you look in business, is our business.®

www.houseofuniforms.com.au

House of Mo Shen Pty Ltd

T/As House of Uniforms

ACN: 107 856 922

ABN: 80 107 856 922

Office: 2 - 4 Walter Street, Moorabbin, Vic, 3189

RETURN REQUEST FORM

House of Uniforms will not accept any garments returned without an approved and signed copy of this form.

Company Name: _____ Date _____

Name of Person Returning Goods: _____ Telephone: _____

Redelivery Address: _____

Please read and tick ALL of the following boxes to ensure you understand our returns policy. There are no exceptions to the returns policy if you don't tick all boxes, the return is not accepted.

- You **MUST** notify us within 7 days of receipt of goods. The goods will need to be returned within 14 days of invoice date.
- Where a credit or exchange is possible, there will be a restocking/admin fee **per brand**. This does not apply to faulty garments.
- If you have any sort of artwork (ie embroidery or screen print) on your garment then you will not be able to exchange or get a credit for it. This does not apply to faulty garments.
- If you have ordered an incorrect size, colour, etc we will try to accommodate your request wherever possible **however** there are certain manufacturers or situations whereby no credits or exchanges will be possible. This does not apply to faulty garments.
- If you wish to exchange a garment for a different style, colour or size the original garment **must** still be in it's original packaging. This means that it must be in 100% resellable condition with all tags, hangers, clips, bags etc in as new condition. We can not take back garments that are missing any of their packaging or if the packaging has been damaged.
- Garments returned to us for inspection (regardless of the return reason) are **returned to us at your cost**.
- Items returned to you are done so at your cost except, in the instance where the item is found to be faulty.
- If you are returning goods which you think have been tagged for size incorrectly we suggest you check the sizing guides in your catalogue or contact us to get the sizing guide to ensure your assumption is correct prior to returning the garment.

Invoice Number relating to garments: _____ (Invoice number is located at the top right hand corner of the invoice)

Date of Invoice: _____ (You must notify us within 7 days of receipt of goods. Goods will need to be received within 14 days).

Reason For Return:

- | | | |
|--|---|--|
| <input type="checkbox"/> Garment is faulty | <u>For faulty garment ask for faulty garment return form</u> | <input type="checkbox"/> I don't like the garment |
| <input type="checkbox"/> Garment provided is different to what was ordered explain _____ | | <input type="checkbox"/> I need a different size |
| <input type="checkbox"/> Garment size is different to what was ordered explain _____ | | <input type="checkbox"/> I ordered the wrong garment |
| <input type="checkbox"/> Other (please specify) _____ | | |

Preferred Action:

- Credit** (please note that a credit is placed against your account. We do not offer refunds for any "Change of Mind" returns. "Change of Mind" includes ordering incorrect sizes, colours etc).
- Replacement garment(s)**

Tel: (03) 9555 7797

Fax: (03) 9555 6797

E: info@houseofuniforms.com.au



How you look in business, is our business.®

www.houseofuniforms.com.au

House of Mo Shen Pty Ltd

T/As House of Uniforms

ACN: 107 856 922

ABN: 80 107 856 922

Office: 2 - 4 Walter Street, Moorabbin, Vic, 3189

Restocking Fees Per Brand

All returns will be charged a \$25 admin fee on top of any supplier warehouse fees

Charged Brands

- Anvil - \$20 restocking fee
- Biz Corporates - 10% restocking fee
- Gildan - \$20 restocking fee
- Gloweave - \$3.50 restocking fee per item
- JB's Wear - \$15 restocking fee
- John Kevin - 20% restocking fee
- King Gee - 10% restocking fee
- Legend - \$20 restocking fee
- LeWin - 10% restocking fee
- Ramo - 10% restocking fee
- Superiorfit - 10% restocking fee
- Van Heusen - \$5.00 restocking fee per item
- Winning Spirit - \$20 restocking fee
- James Harvest - 15% restocking fee

Not Charged Brands

- Aussie Pacific
- Biz Collection
- City Collection
- Gear For Life
- Identitee
- Jobman
- LSJ
- Stencil
- Syzmik

Please return garments to 2-4 Walter Street, Moorabbin, Victoria, 3189

Garment(s) Being Returned:

			Colour	Size
Qty	Style No.	Description		

Replacement Garment(s) - If Required:

			Colour	Size
Qty	Style No.	Description		

All returns will be charged a \$25 admin fee on top of any supplier warehouse fees

Restocking Fee:	
Admin Fee:	\$25.00
Freight:	\$15.00 or P/U <input type="checkbox"/>
10% GST:	
Grand Total:	

Credit Card:

Visa
 Mastercard
 Amex (2% Processing Fee)
 Diners (2% Processing Fee)

(Please circle above. Please note any charges from us will appear on your statement as House of Mo Shen Pty Ltd)

Card No: _____ Expiry Date: _____

Invoice / Quote No: _____ Amount: _____

Name on Card: _____ Signature: _____

I commit to this order and certify that the above information is true and correct. I authorise the use of my personal information as detailed in the Privacy Act clause overleaf. I have read and understand the Terms and Conditions of Trade overleaf of House of Mo Shen Pty Ltd T/As House of Uniforms which form part of, and are intended to be read in conjunction with this order form and agree to be bound by these conditions.

Signed..... Name..... Date