



RETURNS/EXCHANGES FORM

ITEM CODE	COLOUR	SIZE	QUANTITY	BRIEF RETURN DESCRIPTION	EXCHANGE/STORE CREDIT/REFUND (PLEASE TICK)			EXCHANGE FOR
					EXCHANGE	STORE CREDIT	REFUND	
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REASON: 1) SIZING 2) FAULTY 3) INCORRECT ITEMS RECEIVED 4) CHANGE OF MIND 5) OTHER: _____

Change of mind returns

If you have changed your mind and you are able to provide a satisfactory proof of purchase, you may be eligible for an exchange or refund within a reasonable period of time from purchase (in most cases a reasonable period of time is deemed to be 30 days) provided that the item is:

- is in new sealable condition;
- is unworn or unused with all original, sealed packaging and tags attached; and
- is not subject to the exclusions listed below

Exchanges for the same item in a different size will not incur any additional charges. However, if the new item is a different product (including a different colour) and there is a price difference, you will need to pay the difference.

MCAS is not required to provide you with a copy of your original receipt to facilitate an exchange or refund.

Exclusions to change of mind returns

If you have changed your mind, you are not eligible for an exchange or refund for:

- custom made, personalized or altered items;
- Gift Cards or vouchers;
- special orders; or
- electrical items.

Return/Exchange of faulty products

If you believe an item is not of acceptable quality (for example, it is faulty), then you may have right to a remedy under the Australian Consumer Law. These rights are not impacted by the change of mind policy or limited by a defined timeframe. However, the Australian Consumer Law does recognise that the relevant time period may vary by product (or service) depending on the nature of the goods (or service).

Where you believe an item is not of acceptable quality, it may necessary for us to send your goods to the manufacturer or their service agent for it to be assessed within a reasonable period of time. If there is a major failure with the item, you may choose a refund, exchange or repair. If the failure is minor, we will repair the item (or, at our discretion, we may replace the item or refund you) within a reasonable time.

Where an item is damaged through abnormal use, MCAS is not required to provide a refund, exchange or repair.

Please keep your receipt as we will require satisfactory proof that you purchased the item from us before providing a remedy under Australian Consumer Law.

Please fill this form out and return to your local MCA store.

For online returns/exchanges please post back to;

ATT: Web sales

321 Parramatta Rd
Auburn
NSW 2144

MCAS must be contacted prior to online orders being shipped for exchange. Please email orders@mcas.com.au or phone (02)9648 1400 to arrange return authority.

Order Number:

Date of purchase:

Full name:

Purchased: Online/In-store (please circle)

Please send my replacements to;

Name:

Address:

Phone: