

BROTHERWOLF

COMPLETE RETURNS FORM

Brotherwolf (RETURNS) C/- Australian Quick Response Pty Ltd (AQR) 80 Berkshire Road, Sunshine VIC 3020 AUSTRALIA

NAME _____ ORDER NO _____

REASON FOR RETURN

- Exchange Wrong Size Incorrect Fitting
 Did not arrive in time Item different to image Poor Quality/Faulty
 Other _____

ITEM/S FOR REFUND

QTY	STYLE	COLOUR	PRICE	SIZE

ITEM/S FOR EXCHANGE

QTY	STYLE	COLOUR	PRICE	SIZE

For exchanges please email customercare@brotherwolf.com.au with your exchange request prior to returning your item/s. This will ensure a speedier transaction.

NEW ITEMS

QTY	STYLE	COLOUR	PRICE	SIZE

Delivery and Return Note

Need an item returned or exchanged? Simply fill in the form and send it back to us with the item/s (in their original condition) within 30 days of receiving your delivery.

- Next to the products listed above, select one of the reason codes against your return.
- You can place a new order if a replacement size, colour or alternative item/s are required, or return the original item/s to us for a refund.
- For exchange requests that are higher or lower in value than your original purchase, our Customer Care team will be in contact with you to confirm before processing the exchange.
- Returns can take up to 7 working days to get back to us. It is very important to enclose this form with your parcel to enable us to process your return within 48 hours of receipt.
- Please retain proof of postage until we have confirmed your exchange / refund has been processed

BROTHERWOLF

We want you to be satisfied with your purchase.

We appreciate that your expectations regarding fit, colour and style based on what you see on our website may differ to what you receive. For this reason, you may exchange your purchase or return it for a full refund within 30 days of purchase.

Customer Care phone: 1300 031 084

Email: customercare@brotherwolf.com.au

Customer care is available between 9am – 5pm (AEST) Monday to Friday.

Service may be unavailable on public and religious holidays.

Returning your purchase



VIA POST

1. Carefully repackage the item/s and send via Registered Post to:

Brotherwolf (RETURNS)
C/- Australian Quick Response Pty Ltd (AQR)
80 Berkshire Road,
Sunshine VIC 3020 AUSTRALIA

Any altered or damaged item/s will not be accepted for return or exchange.

If you have damaged your garment please contact Customer Care to learn what we can do to assist you.

Returns must include a proof of purchase, reason for return and your contact details. Please keep a copy of your tracking number. We cannot be held liable for return parcels that do not arrive.

For full terms and conditions please visit brotherwolf.com.au/return-exchanges