

RETURNS & EXCHANGES FORM

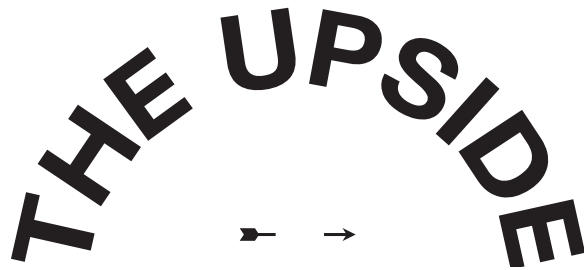
Order Number <small>Refer to THE UPSIDE Order Confirmation</small>	
Full Name	
Contact Number	
Email Address	

RETURNS / CREDIT NOTES

Style Code	Style Name	Colour	Size	Reason	Refund/Credit

EXCHANGES

Returning			Returning For		
Style Code	Style Name	Size	Style Code	Style Name	Size



Thank you for shopping at THE UPSIDE.

We understand that sometimes when online shopping it doesn't always work out. If you are not completely satisfied with your order you are always welcome to return any of the item/s for an exchange, online credit note, or refund.

Please note that unfortunately we do not offer refunds or exchanges on SALE items for wrong decision or change of mind.

HOW TO RETURN ITEMS

1. Check for the following:
 - You ordered from THE UPSIDE online store.
 - All swing tags are still attached.
 - Swimwear garments have the hygiene strip in place.
 - Item/s have not been worn or washed and are in original clean condition. (Please make sure that swimwear is tried on over your own underwear. In the interests of hygiene, we may refuse returns of items where it's obvious that this hasn't been done.)
2. Fill in this returns form and enclose it in a post bag with the item/s.
3. Send post bag to:

THE UPSIDE

Att: THE UPSIDE Returns
ADS Warehouse
67 Shepherd St, Marrickville
NSW, 2204, Australia

We recommend sending with a registered and trackable service so that your parcel is not lost in transit and be sure to keep a copy of the tracking number handy.

Refunds will be processed to the original payment method within 2 business days of THE UPSIDE receiving the returned item/s. A notification will be sent to the nominated email address at the time of this transaction.

ALTERNATIVELY...

Please feel free to return the items with the included sales invoice to your nearest THE UPSIDE store.

FAULTY / DAMAGED / INCORRECT ITEMS

We want to resolve any issue as quickly as possible and with minimal inconvenience for you. If you have an issue with a garment, please contact customerservice@theupsidesport.com with a brief explanation of the issue as well as photos if necessary.

CONTACT US

If you would like more information, please feel free to reach out to our customer service team via:

EMAIL: customerservice@theupsidesport.com

PHONE: Australia on 02 8356 5200

International on +61 2 8356 5200