

## Rexelaustralia.com – Returns Form

Prior to beginning the return process, please review our full returns & refund policy online at [www.rixelaustralia.com/shippingandreturns](http://www.rixelaustralia.com/shippingandreturns)

**Here at Rexelaustralia.com, we accept returns for any of 4 different reasons as listed below:**

- A.** I do not want this item/I changed my mind
  - i. Accepted within 14 days of receiving your order, providing that the item is unopened and the packaging is undamaged
- B.** You sent me the wrong item
- C.** The product was damaged on arrival
- D.** The shipment arrived late

### Return Instructions

1. For return reasons **B**, **C** or **D**, please contact our customer service team at [austore@acco.com](mailto:austore@acco.com). They will assist you with the next steps for your product return.
2. For return reason **A**, proceed as below.
3. Complete the details below in full.
4. Pack this form with your item/s to be returned.
  - i. Pack the item/s securely with appropriate protection to prevent damage in transit. If your return is part of a bundle, be sure to return the full bundle including all component parts.
5. Return the item to the below address. We encourage you to use a signature verified, tracked service.

**Rixelaustralia.com returns  
ACCO Australia  
31 Lidco St, Arndell Park,  
NSW 2148**

6. Monitor your email for status updates from us.

|   |  |
|---|--|
| <b>Name:</b>                                  |  |
| <b>Order number:</b>                          |  |
| <b>Email address:</b>                         |  |
| <b>Contact number:</b>                        |  |
| <b>Delivery address (for original order):</b> |  |

**What are your returning & why?** (continue on a blank sheet if required).

| Item Part Number | Description | Quantity | Return reason |
|------------------|-------------|----------|---------------|
|                  |             |          |               |
|                  |             |          |               |
|                  |             |          |               |
|                  |             |          |               |

**IMPORTANT: Returns for reasons B, C or D without prior contact to our customer service team will be rejected.**