

Returns Form

Page	ORDER DETAILS	
1/1	Name:	
	Order Date:	Order Ref/Number:

Qty	Product Name	Reason Code	Reason for Refund Code
			1. Not suited to needs 2. Mistakenly purchased 3. Change of mind 4. The item did not fit* (Please provide more information below) 5. Other (please complete below)

If '4. Did Not Fit OR 5. Other' please list reason for return:

Faulty goods: should you believe a product is faulty, please email us (shop@biome.com.au) immediately to discuss the best course of action. Please **do not return** products without first contacting us.

Returns Details

Items can only be returned for a refund. Simply fill out the form above and send it back to us with the item/s. Please note that item/s must be unused and in their original saleable condition and the return completed within 30 days of delivery.

Fashion: *If you have purchased clothing or footwear and it does not fit - please provide more information ie: the item was too small or too short. Your feedback will help us improve our product listing and shopping experience for other customers.

For more information about our returns policy please see:

<https://www.biome.com.au/content/213-returns>

Please follow the steps below:

1. Provide full name and order details.
2. Complete table above with all items being returned. Make sure to provide an order #.
3. Place a new order online if a replacement size, colour or alternative item/s are preferred, and return the original item/s to us for a refund.
4. Make sure to complete and include the form above so we can process returns within 2 working days of receiving it back.
5. Please retain a proof of postage until we have confirmed your refund has been completed. A notification will be sent once your refund has been issued.

Return Address

BIOME ECO STORES
ATTN: RETURNS
1/51 DOUGLAS ST
MILTON, QLD, 4064