

## Faulty or Defective Goods - Return Form

Please print, and complete this form as fully as possible and return it with your goods to the address below. For a smooth returns procedure, please adhere to the returns conditions as specified on the bottom of this form.

Order Number: \_\_\_\_\_

Name and Postal Address:

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Telephone: \_\_\_\_\_

Email: \_\_\_\_\_

Description of Fault: \_\_\_\_\_

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Refund?

Replacement?

### Please Return to:

Davjoh Trading  
PO Box 7270  
Alexandria, NSW, 2015  
Australia

### Conditions

- We offer a 14 day from purchase shipping date, replacement / refund warranty on faulty or defective products only. Davjoh Trading must be notified of a suspected defect or fault of an item within 14 days from the purchase shipping date, before items can be returned to us.
- Customer notification to Davjoh Trading of a suspected defective or faulty item after 14 days from the purchase shipping date, is not covered by our refund / replacement warranty.
- Faults, defects or damage caused to products through incorrect use will not be covered by our refund / replacement warranty.
- Returns MUST be in a clean and hygienic condition.
- If possible, the manufacturers packaging is to be included with returns.
- Items MUST be packed discreetly and securely (so not to sustain damage during transit).
- We recommend using a recorded delivery service, (i.e: registered post) as we are not liable for goods not received.
- All return shipping charges for items back to Davjoh Trading are the customer's liability, although we will refund you the cost of your return shipping if you include an original receipt, and the returned item/s are found to be faulty or defective.
- Replacement items shipped back to the customer will be at the cost of Davjoh Trading.
- Monetary refunds back to the customer will only occur once items have been received back to Davjoh Trading, and the returned item/s were found to be faulty or defective.
- Returned items found to be non-faulty, or found to have been damaged or made faulty through incorrect use, will not be covered by our refund / replacement warranty. Return shipping charges back to us will also be non-refundable.
- Return shipping charges (back to the customer) for returned items found to be non-faulty or for returned items that have been found to have been damaged or made faulty through incorrect use, is at the customers cost.