



RETURNED GOODS FORM

The following form must be completed and signed by the original purchaser of the product from the online Wine Online store or by the recipient of a gift purchased from the Wine Online store.

The original sales receipt and/or gift receipt must accompany this form in order to be eligible for exchange, refund or store credit.

All merchandise or products returned to the Wine Online must be made within 30 calendar days of the original purchase date accompanied by the original packaging in good condition, price tags and the original sales or gift receipt received when the product was ordered online. Any item with obvious signs of use will not be eligible for a refund or an exchange. Partial cases of beer will not be accepted.

Shipping and/or delivery charges are not eligible for refund.

Items being returned	Original Purchase Date	Product Amount	Reason for Return or Exchange

Returned By

First Name: _____ Surname: _____

Address: _____

Email address: _____

Home Phone Number: _____

Consumer Signature: _____

For Internal Use Only

Action to be taken on Return or Exchange:

- Refund to Credit or Debit Card

Card Number _____ Expiry Date _____

- In store credit voucher

- Gift Card Serial Number and Refund Amount _____

- Exchange for similar item due to damage

Details _____

- Exchange for different item due to damage

Details _____

- Sales or Gift Receipt attached? **YES** _____ **NO** _____