



EMU Australia®

Thanks for shopping with EMU Australia. We hope you enjoy your new purchase.

Your satisfaction is our priority and we hope to have met your expectations. If you change your mind for any reason, please let us know within 30 days of purchase.

| | |
|--|--|
| P.O. NUMBER: (BEGINS WITH US OR CA) | |
| RMA NUMBER: | |
| NAME: | |
| ADDRESS: | |

| ITEM NUMBER | PRODUCT DESCRIPTION | RETURN TYPE (PLEASE TICK ONE) | | REASON CODE (SEE LIST BELOW) | REPLACEMENT SIZE | REPLACEMENT COLOUR |
|-------------|---------------------|----------------------------------|--------|---------------------------------|------------------|--------------------|
| | | EXCHANGE | REFUND | | | |
| | | | | | | |
| | | | | | | |
| | | | | | | |
| | | | | | | |
| | | | | | | |

EXCHANGES:

EMU Australia will provide a free exchange if one of the following qualifiers are met:

- i. Swapping a different size in the same style
- ii. Swapping a different color in the same style
- iii. Returning one style for a refund, having already purchased a different style as a replacement. Proof of purchase (Customer P.O. number "US00 ...") of the newly purchased style must be provided before a free returns label is issued.

To exchange, please contact onlinesupport_usa@emuaustralia.com to request a free returns label.

***Please note: free exchanges and returns do not apply to sale items.**

REFUNDS:

All costs associated with the return of goods for a refund are the sole responsibility of the consumer.

The original shipping costs are not refundable.

TO EXCHANGE OR RETURN GOODS, PLEASE FOLLOW THESE INSTRUCTIONS:

- Step 1. Complete your details above. This information can be found on your delivery note/packing slip or order confirmation.
- Step 2. Check 'exchange' or 'refund' next to the item and select a reason code for the return.
 - For exchanges, state the replacement size and color (this must be a like-for-like exchange, for a different color or size for the SAME STYLE)
- Step 3. Email the form to onlinesupport_usa@emuaustralia.com to receive your RMA Authorization number and free returns label (if requesting an exchange).
- Step 4. Repackage the product/s, delivery note and return form in the original EMU Australia packaging; please address your return to:

EMU Australia Returns
C/O AMS Fulfilment
27801 Avenue Scott
Valencia, CA, 91355

IMPORTANT INFORMATION

- EMU Australia only offers exchanges and refunds on goods that are in their original condition and have not been worn, damaged, washed or altered. This does not affect your statutory rights.
- Please allow 5 business days from when we receive the returned goods for an exchange or refund to be processed.
- If the requested replacement size/color is unavailable, a refund will be issued.
- All refunds will be issued in the same form as the original payment.
- In some cases, it may take up to 7 business days for funds to appear on your bank or credit card statement once we have processed your return dependent on your bank or card issuer.

For customer services, please email us at: onlinesupport_usa@emuaustralia.com or call us on **661-705-7694**

REASON CODES FOR EXCHANGE OR REFUND

1. The item is too big
2. The item is too small
3. The item looked different on the website
4. I don't like the fabric
5. I don't like the colour
6. I ordered more than one size
7. The item arrived defective (describe below)