

MONA SHIP RETURN FORM

YOUR ORDER SUMMARY

Customer Name

Contact Email

Order Number

Order Date

Date of Delivery

Qty	Product Name	Description of Fault	Refund or Exchange

IF AN ITEM YOU PURCHASED IS DAMAGED YOU MAY RETURN IT FOR A FULL REFUND OR EXCHANGE*.

WE DO NOT REFUND FOR CHANGE OF MIND.

All returns must be addressed to:

MONA (Product Return)
PO Box 1185
Glenorchy
Tasmania
Australia
7010

- To return a damaged product, contact us on +61 (3) 6277 9900 within three weeks of placing your order.
- Goods must be returned in original condition and packaging within 3 weeks from delivery.
- Goods must be returned with this completed Return Form,
- A refund will not be processed until the goods are returned.
- We will notify you by email as soon as we receive returned goods.
- The non-receipt of items within a specified timeframe is not a reason for return of stock.
- Shipping and handling charges are not refundable.
- We will reimburse any shipping fees incurred when returning damaged and faulty goods. Please submit proof of postage fee along with the Return Form.

* We can only exchange an item if there is stock available. Otherwise you will be issued with a full refund.

MOORILLA ESTATE PTY LTD
ABN: 34 120 281 656

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HOBART TASMANIA 7011 AUSTRALIA

+61 (0)3 6277 9900