

# How to return an online order



At State Schools' Relief, we understand that sometimes a product just isn't right for you, so we offer 30-Day returns for all orders.

To be eligible for a refund or exchange, please ensure that you meet the **Return Conditions** below.

If your item is faulty, please contact our customer service team at [contact@ssr.net.au](mailto:contact@ssr.net.au)

Please be advised that all refunds (if applicable) may take between 5-10 business days to process.



## STEP 1

Email us at [contact@ssr.net.au](mailto:contact@ssr.net.au) with your order number and reason for returning your item/s. Our team will then provide you with a reference number that is required to go on the reverse side of this form.



## STEP 2

Read our return conditions below to ensure you are eligible for a return, and then complete the Returns Form on the reverse side.



## STEP 3

Please package and send your item/s to the Reply-Paid return address below via Australia Post. Please include the completed Returns Form inside your parcel along with the item/s.

## Return Conditions *(please read)*

**We are happy to process your return for an exchange or credit, on the conditions that:**

1. The item is returned within 30 days of purchase.
2. If you are returning clothing item/s; they must be unworn, unwashed, undamaged and unmarked.
3. Clothing item/s must also be in their original condition with all tags still attached.
4. Ensure the Returns Form is completed in full.

### **No cost to return items**

There is no cost to return your item/s. Please send the item/s to the following Reply Paid address.

**Reply Paid 90194**

**State Schools' Relief**

**PO Box 4528**

**Dandenong South, VIC 3164**

### **Need assistance?**

If your item is faulty or if you are unsure about your item and have questions, please don't hesitate to email us via [contact@ssr.net.au](mailto:contact@ssr.net.au)

### **Need another returns form?**

Head to our website [www.stateschoolsrelief.org.au](http://www.stateschoolsrelief.org.au) and go to the Online Shop menu or scroll down to the footer where you will find our Returns Form. You can download and print it.



# Returns Form



**STATE  
SCHOOLS'  
RELIEF**

(Please tick) I have read the return conditions on the reverse side of this form

## Your Details

Reference Number: \_\_\_\_\_ Date Ordered: \_\_\_\_\_

Full Name \_\_\_\_\_ Phone No. \_\_\_\_\_

Email \_\_\_\_\_

School \_\_\_\_\_

## List the Item/s you are returning

Description

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## Reason for Return

Change of mind     Faulty     Incorrect size     Other (please specify) \_\_\_\_\_

## I would like (please tick one)

Refund     Exchange (please fill out your request below)

## Exchange for

Item name:	Size:
_____	_____
_____	_____
_____	_____

If an exchange is not available you will be contacted via email



## State Schools' Relief

1/8 Johnston Court, Dandenong South VIC 3175

PO BOX 4528, Dandenong South VIC 3164

03 8769 8400 | [contact@ssr.net.au](mailto:contact@ssr.net.au)

Hours: 8.30am - 4.30pm, Monday to Friday

[www.stateschoolsrelief.org.au](http://www.stateschoolsrelief.org.au)

ABN: 77 455 214 193

