OVER THE RAINBOW RETURN POLICY & FORM

CUSTOMER NAME: _____PHONE #: _____

EMAIL _____

You may return eligible products within 14 days of delivery of order. We do not process exchanges. If there is an error or faulty products please contact us ahead of returning items.

Return Policies:

1. Eligible products returned within 14 days will be issued a credit voucher for full value of items which is valid for 12 months from date of issue. If a refund is preferred, we will refund to the original payment method less a $3.00 administrative charge to cover bank charges.
2. **We do not accept returns on the following items:**
   a. Cut lengths chain, wire, wire lace or cord of any kind
   b. Pre-Packaged goods that have been opened such as clay, glues, adhesives, stringing materials, wire or tools.
   c. Items that were on sale or discontinued at time of purchase
3. Returned products must be in original condition and packaging.
4. In the event you choose to return non-defective items for which you have received a volume pricing discount, your credit will be adjusted for this item based on the quality you kept.

Please follow instructions below when returning merchandise:

1. Fill out the product return form below and include it with your return
2. Package products carefully for return shipment. We recommend a padded bag or box. For your protection we suggest you return goods by Registered Post.
3. Return Address:
   Over the Rainbow Returns Department,
   PO Box 9112
   Seaford Vic 3198
4. Returns may take up to 2 business days to process after we receive them.
5. If you have any questions or concerns email us at sales@polymerclay.com.au or call Monday to Friday 9am-4.30pm on 03 9785 3800

ORDER #	ITEM CODE	PRODUCT NAME	Qty Returned	Reason Code	Price
				Total :	

***Reason Codes** (indicate reason for each return with the corresponding code in the column above:

1. Misjudged size	4. Item is defective	7. Didn't work with my project
2. Colour not as expected	5. Item is damaged	8. Changed my mind
3. Quality not as expected	6. Ordered more than needed	9. Other (please explain below

Comments: