



RETURNS FORM (AU)

If being returned by a Retail Store:			
Store Name			
Store Staff Member		Store Phone Number	
Return Hat To <input checked="" type="checkbox"/>	<input type="checkbox"/> Store <input type="checkbox"/> Customer		

Tilley Owners Details:			
Name			
Street Address			
State		Postcode	
Phone Number			
Email Address			

Tilley Product Details:	
Style /Model	
Size	<i>See below if unsure</i>
Colour	
Reason for Return	

Important Information

Warranty

If you are returning your hat for Warranty Assessment, please include your Proof of Purchase and a pre-paid self-addressed post satchel.

If your (unbleached) Tilley Hat ever wears out, mail it to us with a prepaid self-addressed Registered Post or Express Post Satchel – to cover the shipping costs and we'll replace the Hat for free.

Satchels should be 3kg or 5kg size and we recommend adding a Registered Post Label for tracking your hat, as we are not responsible for warranty shipments once they have left our premises.

Size

If you cannot read your size label or don't know your size please go to http://www.tilley.com/canada_en/how-to-fit/ and follow the instructions to calculate your size.

Returns

Please wash your hat thoroughly before returning it for assessment.

Unfortunately we are unable to clean hats on our premises. If your hat is returned not cleaned as requested, the hat will be returned to you for cleaning before an assessment is made.

Send your Tilley Hat to:

Spelean Australia Pty Ltd
Attention: Tilley Returns
PO Box 645
ARTARMON NSW 1570



Phone: 02 9966 9800

Email: support@spelean.com.au