

Thank you for shopping at [www.cityclub.com.au](http://www.cityclub.com.au)! We hope you enjoy your purchase but if something is not right and you would like to return an item, simply follow this **3 step** process in conjunction with our returns policy. Returns must be made within **21 days** from the date of receipt, except for warranty claims.

**STEP 1 OBTAIN AN RA NUMBER**

**CHECKLIST**

Contact us by email [customer.service@cityclub.com.au](mailto:customer.service@cityclub.com.au) or by phone 1800 656 508 and detail your reason for return. An initial assessment can then be made by our customer service team and they will provide you with a **Return Authorisation (RA)** number.

**STEP 2 FILL IN THE FORM**

**CHECKLIST**

|          |
|----------|
| NAME:    |
| ADDRESS: |
|          |

|                            |
|----------------------------|
| RETURN AUTHORISATION (RA): |
| CONTACT TEL:               |
| EMAIL:                     |

| RETURN | STYLE | COLOUR | SIZE | REASON FOR RETURN | REPLACEMENT OR REFUND* |
|--------|-------|--------|------|-------------------|------------------------|
| ITEM 1 |       |        |      |                   |                        |
| ITEM 2 |       |        |      |                   |                        |
| ITEM 3 |       |        |      |                   |                        |

\*Please advise your preference for either a replacement item or a refund. This is subject to availability and at our discretion. NOTE: For 'CUSTOMER CHANGE OF MIND' returns, replacement items are NOT offered. Simply return your unwanted item for a refund and place a new order online.

**STEP 3 PACK AND SEND**

**CHECKLIST**

Re-package your item into suitably secure packaging and add a copy of this 'Returns Form', plus your 'Proof of Purchase'. Then send according to below:

|   |   |
|---|---|
| <p><b>CUSTOMER CHANGE OF MIND</b> - Simply address your package as shown below and return as per your own chosen method (courier, post, etc).</p> | <p><b>SHIPPING OR SUPPLY ERROR &amp; FAULTY GOODS &amp; WARRANTY</b> - Contact us for our 'Return Paid' Australia Post number and add it to the address below. Then simply take to any Australia Post Office or drop off at any Street Posting Box.</p> |
| <p>C.C.A. Australia Pty Ltd<br/>Attn: Online Returns<br/>PO Box 489<br/>LISMORE NSW 2480</p>  | <p>Return Paid _ _ _ _ _<br/>C.C.A. Australia Pty Ltd<br/>Attn: Online Returns<br/>PO Box 489<br/>LISMORE NSW 2480</p>  |