

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.

**STEP 1 CONTACT CITY CLUB FOR A RETURN AUTHORISATION NUMBER**

Contact us by email [customer.service@cityclub.com.au](mailto:customer.service@cityclub.com.au) or by phone 1800 653 332 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**

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. For 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**

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 instructions:

**CONTACT US FOR OUR 'RETURN PAID' AUSTRALIA POST NUMBER**

Add the number to the address below and label your parcel accordingly:

**Return Paid \_ \_ \_ \_ \_**  
**C.C.A. Australia Pty Ltd**  
**Attn: Online Returns**  
**PO Box 489**  
**LISMORE NSW 2480**

Then simply take your parcel to any Australia Post Office **OR** place it in any Australia Post street mailing box.