# OVER THE RAINBOW RETURN POLICY & FORM

**CUSTOMER NAME: _____PHONE #: _____**

**EMAIL _____**

**You may return eligible products within 30 days of the order shipment date. We do not process exchanges.**
**If you receive an order with an error or faulty goods please call or email us so that we can correct the issue immediately.**

**Return Policies:**

1. Eligible products returned within 30 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 fees plus a 10% restocking charge.
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. Books, Magazines or DVD's
   d. Items that were on sale or discontinued at time of purchase
3. Returned products must be in original condition and packaging or a 15% restocking charge will be deducted.
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 5 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

## Product Return Form

| ORDER # | PRODUCT # | PRODUCT NAME/DESCRIPTION | QUANTITY RETURNED | REASON CODE* |
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***Reason Codes** (indicate reason for each return with the corresponding code in the last column

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|---|---|---|
| 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:**