



# RAINBIRD

[www.rainbirdclothing.com.au](http://www.rainbirdclothing.com.au) [www.rainbirdworkwear.com.au](http://www.rainbirdworkwear.com.au)

We are committed to customer satisfaction - Rainbird takes pride in the workmanship and the quality of our products which is why we back our products with a 3 Year Warranty. We offer free postage on returns and exchanges.

## Returns (Non-Faulty) and Exchange

Should you change your mind, not received the correct product or maybe you ordered the wrong size, we will happily exchange or refund your purchase providing:

1. The items are returned within 21 days of purchase with the original receipt or proof of purchase
2. Items must be in original condition as received, with all labels/tickets attached.
3. Garments must not have been worn
4. The Returns and Exchanges form must accompany goods
5. Returns will be refunded minus the original postage cost you paid when placing your order. Please ensure you obtain the proof of postage until it arrives back with us.

- Textile House will not be responsible for lost or missing parcels. All goods are your responsibility until they reach us.

- We recommend that you keep your proof of postage until your refund is processed.

- We cannot guarantee in the case of an exchange that your request will be

available at the time of processing. If this is the case you'll be contacted about an alternative option. You may be best to place another order immediately and request a refund for the original incorrect order.

- When returning packaged goods please ensure you pack them inside a satchel and display the returns address clearly. Should the packaging be marked or in an unsatisfactory condition there may be a chance that we won't accept your return.
- Once your parcel has been received please allow 5-10 business days for your refund/exchange to be processed (excluding postage costs).

## Faulty Returns

Please email us your Packing List Number along with an image of the fault to:

[returns@texhouse.com.au](mailto:returns@texhouse.com.au)

All faulty returns must be accompanied by proof of purchase within the last 3 years.

Any questions, please call us on 1300 000 250

Customer Service Opening Hours: Mon - Friday 9am - 5pm.

**TEXTILE HOUSE**  
We make it better - whatever the weather.



## Returns (Non-Faulty) & Exchanges Form

## Faulty Stock?

**This form is for Non-Faulty Returns & Exchanges. Please include this in your package.**

Customer PO Number:	Delivery Address:
Contact Name:	Order Date:
Contact Email:	Contact Number:

Simply contact us with your Packing List number and email us a photo of the fault to:

[returns@texhouse.com.au](mailto:returns@texhouse.com.au)

**Questions? Just call us on:**

**1300 000 250**



What are you wanting to do? Tick the appropriate box		Reason for return or exchange: Please enter refund reason code	Return Details: Details of product being sent to us (check swing label / packing list)				Exchange Details: Details of product you would like sent to you				
Return For Refund	Exchange		Reason	Style Number	Qty	Colour	Size	Style Name	Qty	Colour	Size
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>									
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>									
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>									
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>									

Refund/Exchange Reason Code

- A - Too big
- B- Too Small
- C- Don't like the colour
- D -Don't like the style
- E - Wrong item delivered
- F - Delivered too late
- G - Ordered multiple options

FREE RETURNS ADDRESS:

Replied Paid 84272,  
Textile House Returns Department,  
C/O Fastline International Pty Ltd,  
309 Fitzgerald Road, Derrimut VIC 3030,  
AUSTRALIA

For full terms and conditions please head to [www.rainbirdclothing.com.au](http://www.rainbirdclothing.com.au)

(We offer FREE returns! Don't forget to securely pack your items and to keep your proof of postage until your return(s) has been processed.)