



# RAINBIRD

Rainbird is passionate about providing quality outdoor gear for travel and adventure that is made to last. Should you not be fully satisfied with our products, please see our return and exchange policies and details on how to return below.



## Change of Mind Policy (>Returns and Exchanges)

**We offer FREE returns!**

Should you change your mind, not receive the correct product or maybe you ordered the wrong size, we will happily exchange or refund your purchase (subject to stock availability) providing:

- The items are returned within 30 days of purchase with the original receipt or proof of purchase.
- Items must be returned in original condition as received, in original packaging with all labels/hang tags attached.
- Garments must not have been worn.
- The Returns and Exchanges form must accompany goods.
- Returns will be refunded minus the original postage cost you paid when placing your order. Refunded postage cost is not valid on international refunds.

Please note this policy only applies to items purchased through our online purchased via a stockist must be returned to the place of purchase. Items purchased online via our eBay/The Market store cannot be returned direct to us. Please raise a return request on eBay/The Market and return via their instructions. In the case of domestic exchange, delivery charges for the replacement item will be at Rainbirds expense.

Once your parcel has been received please allow 5-10 business days for your refund/exchange to be processed (excluding postage costs). It may take an additional 4-5 business days for the refund to be credited against your original payment method. Processing times for exchanges or refunds may take longer during sale periods.

## International Returns

Returned items are at your expense. You can return an item by post using any international postal service. We recommend you mark your parcel as 'returned goods' to avoid customs delays. Please note we do not offer exchanges for international orders. If an alternative product is required, you will have to place a separate order for this online.

## Damaged or Faulty Items

Rainbird is committed to providing you with quality products. Our gear is thoroughly tried and tested throughout our design process, with a reputation for high quality and dependable weatherproof gear we can confidently back each and every Rainbird product.

However, in the unlikely event that you have received a damaged, faulty, or incorrect item please contact us at [customercare@rainbirdonline.com.au](mailto:customercare@rainbirdonline.com.au) with your Pick Ticket Number, your Order Number and an image of the fault. Your Order Number can be found on the packing slip in front of your Customer Name and your Pick Ticket Number can also be found on the packing slip in the column under Pick Ticket. One of our team members will be ready to assist you by taking you through your available options.

## How to Return/Exchange an Item

- Complete the [Returns and Exchanges Form](#) on the back of this card and place INSIDE your parcel with original receipt or proof of purchase.
- Return items in original condition with original packaging and all labels and hangtags attached.
- To protect your returns from damage during delivery, please use strong external packaging and display the returns address clearly. Should the internal packaging be marked or in an unsatisfactory condition there may be a chance that we won't accept your return.
- We recommend you obtain proof of postage to track your return. We take no responsibility for returns lost in the delivery process.
- Send all domestic returns/exchanges to the below address. International returns can be sent to the below minus Replied Paid 84272 at your own expense.

**Replied Paid 84272,  
Textile House Returns Department,  
C/O Global Fashions, Door 23  
309 Fitzgerald Road, Derrimut VIC 3026, AUSTRALIA**



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## RETURNS AND EXCHANGES FORM

Customer Order Number: #	Customer Delivery Address:
Contact Name:	Customer Email:
Order Date:	Contact Phone Number:

What do you want to do? Please tick the appropriate box below		Reason for Return or Exchange Please enter refund reason code	Return Details Details of product being sent to us (check swing label / packing slip)				Exchange Details Details of product you would like sent to you			
Return or Refund	Exchange	Reason Code	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"/>									

**PLEASE DO NOT RETURN FAULTY OR DAMAGED ITEMS**

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	H - Ordered wrong colour

**FREE RETURNS ADDRESS:**  
 Replied Paid 84272,  
 Textile House Returns Department,  
 C/O Global Fashions, Door 23  
 309 Fitzgerald Road, Derrimut VIC 3026,  
 AUSTRALIA

**Customer Service Opening Hours:**  
 Mon - Friday 9am - 5pm.  
[customercare@rainbirdonline.com.au](mailto:customercare@rainbirdonline.com.au)