

|                 |                  |              |
|-----------------|------------------|--------------|
| <b>Order no</b> | <b>Full name</b> | <b>Email</b> |
|                 |                  |              |

Coffee Galleria Pty Ltd is happy for you to return your item but **please note** we do not allow any returns on coffee purchased unless there is a quality issue with the coffee. Simply fill out this form and send it back to us with the item/s (in their original condition) within 14 days of receiving your product.

**This form *must* be completed in full in order for your return to be processed. No other attachments are required.**

Please ensure to read our Returns Policy on our website [www.adorecoffee.com.au/returns-and-exchange](http://www.adorecoffee.com.au/returns-and-exchange)

Our customer service contact details can be found online.

**\*\*To return item/s go to <https://returns.auspost.com.au/adore-coffee-returns> and follow the prompts.**

**Please note: You will need to enter your full order number into the order number and R/A number fields on the returns page.**

**Returned Online Item/s**

| <b>QTY</b> | <b>PRODUCT NAME</b><br>(please include applicable options such as grind, weight, number of capsules, etc) | <b>REASON CODE</b><br>(see below) |
|------------|---|-----------------------------------|
|            |   |                                   |
|            |   |                                   |
|            |   |                                   |
|            |   |                                   |
|            |   |                                   |

**Reason code:**

- |   |                       |   |                               |
|---|-----------------------|---|-------------------------------|
| 1 | Incorrect coffee      | 5 | Incorrect accessory/brew gear |
| 2 | Incorrect weight      | 6 | Duplicate order               |
| 3 | Incorrect grind       | 7 | Poor Quality/Faulty           |
| 4 | Incorrect coffee pack |   |                               |

**Exchange Request** subject to online availability

| <b>QTY</b> | <b>PRODUCT NAME</b><br>(please include applicable options such as grind, weight, number of capsules, etc) |
|------------|---|
|            |   |
|            |   |
|            |   |
|            |   |

**Please select:**

I authorise Coffee Galleria Pty Ltd to charge my credit card for extra shipping and/or balance owed from this exchange

Please tick whether you would like Online Store Credit for your item