

# SILK OIL OF MOROCCO PRODUCT RETURN FORM

PLEASE INSERT AUTHORISED  
 NUMBER HERE:

SRA#

## RETURN INSTRUCTIONS

- PLEASE EMAIL [RETURNS@SILKOILOFMOROCCO.COM.AU](mailto:RETURNS@SILKOILOFMOROCCO.COM.AU) FOR A SILK RETURN AUTHORISATION (SRA) NUMBER. WE WILL NOT ACCEPT RETURNED ITEMS WITHOUT A SRA NUMBER.
- PLEASE COMPLETE THE FORM BELOW (**EITHER** SECTION A OR B).

### SECTION A - SILK REPRESENTATIVE'S INFORMATION

(TO BE COMPLETED BY A SILK REPRESENTATIVE, PLEASE ENSURE ALL DETAILS ARE COMPLETED)

PLEASE SELECT YOUR SILK REPRESENTATIVE TITLE:    SALES REP     INDUSTRY TRADE PROFESSIONAL     STUDENT

NAME: \_\_\_\_\_ ID: \_\_\_\_\_

ADDRESS: \_\_\_\_\_ SUBURB: \_\_\_\_\_

MOBILE PHONE: \_\_\_\_\_ HOME PHONE: \_\_\_\_\_ STATE: \_\_\_\_\_

EMAIL: \_\_\_\_\_ P/CODE: \_\_\_\_\_

### SECTION B - CUSTOMER INFORMATION

(TO BE COMPLETED BY A SILK CUSTOMER, PLEASE ENSURE ALL DETAILS ARE COMPLETED)

NAME: \_\_\_\_\_

ADDRESS: \_\_\_\_\_ SUBURB: \_\_\_\_\_

MOBILE PHONE: \_\_\_\_\_ HOME PHONE: \_\_\_\_\_ STATE: \_\_\_\_\_

EMAIL: \_\_\_\_\_ P/CODE: \_\_\_\_\_

SILK CODE	DESCRIPTION	INVOICE #	QTY	REASON CODE

### REASON FOR RETURN CODE

- S1 - DEFECTIVE ITEM
- S2 - ITEM NOT AS DESCRIBED
- S3 - ITEM INCORRECTLY ORDERED
- S4 - ITEM INCORRECTLY SENT
- S5 - DID NOT LIKE THE ITEM
- S6 - OTHER (PLEASE STATE BELOW)

\_\_\_\_\_

\_\_\_\_\_

PLEASE **INCLUDE THIS DOCUMENT WHEN RETURNING PRODUCT**. PLEASE KEEP A COPY OF THIS DOCUMENT FOR YOUR OWN RECORDS.

**PLEASE NOTE:** IN ACCORDANCE WITH THE POLICIES AND PROCEDURES OF PAYPAL/ CREDIT CARD COMPANIES, ALL REFUNDS MUST BE CREDITED BACK TO THE PAYPAL ACCOUNT/CREDIT CARD USED TO PLACE THE ORDER. A SILK REPRESENTATIVE'S OVERRIDES, BONUSES, INCENTIVES, CAMPAIGNS, PROMOTIONS AND OTHER BENEFITS ARE SUBJECT TO DEDUCTION FROM REFUNDS.

### SEND RETURNS TO:

ATT: RETURNS DEPARTMENT  
 TOTALLY HAIR DIRECT PTY LTD  
 UNIT 2, 13 REDCLIFFE GARDENS DRIVE,  
 CLONTARF QLD 4019 AUSTRALIA