

# RETURNS FORM

Need to make an exchange or return?

Complete the below form and return with your product within 14 days of delivery to:

Reply Paid 1050  
GCC Dept  
Estee Lauder Companies  
L.B. 1050  
Rosebery NSW 1445

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Suburb: \_\_\_\_\_ Postcode: \_\_\_\_\_

State: \_\_\_\_\_ Telephone Number: \_\_\_\_\_

Please refer to your Delivery Note to complete this section.

Order Number: \_\_\_\_\_

Product Name	Quantity	Refund/Exchange	Reason Code

## Exchange Details

If you have indicated 'exchange' above, please list the product you would like us to replace your item with below.

Product Name	Shade	Quantity

## Reason Codes

1. Faulty/Damaged
2. Poor Quality
3. Sent incorrect item
4. Arrived too late
5. Incorrect shade
6. Not as pictured
7. Incorrectly ordered
8. Wrong skin type

Items must be in their original condition unless they are covered by our 'Perfect Match Guarantee' or found to be faulty. To view our full returns and exchanges policy, please visit [www.bobbibrown.com.au](http://www.bobbibrown.com.au) or contact Bobbi Brown Customer Service at 1800 304 283 (Monday - Friday 9am - 5pm)