

SILK OIL OF MOROCCO PRODUCT RETURN FORM

PLEASE INSERT AUTHORISED NUMBER HERE:

SRA#

RETURN INSTRUCTIONS

- PLEASE CONTACT THE SILK SUPPORT TEAM ON 1300 410 909 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
SILK INTERNATIONAL PTY LTD
UNIT 2, 13 REDCLIFFE GARDENS DRIVE,
CLONTARF QLD 4019 AUSTRALIA