

RETURN AUTHORISATION FORM

NAME: _____

ORDER NUMBER: _____

If you have any questions regarding your order, please contact us:

1800 731 860 or
salesupportau@rodanandfields.com

QTY	ITEM NAME	ITEM PRICE	REASON CODE	REASON DESCRIPTION

REASON CODES:

1. Damaged in Transit **2.** Wrong Product Received **3.** Arrived Too Late **4.** Ordering Error
5. Too Much Product on Hand **6.** Unsatisfactory Results **7.** Defective Product **8.** No Longer Using Products **9.** Other (Please Specify)

R+F SATISFACTION GUARANTEE

We want you to be fully satisfied with every item you purchase from R+F. Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure. Rodan + Fields has a 60 Day Satisfaction Guarantee which is in addition to the rights and remedies available under the Australian Consumer Law.

Under Rodan + Fields's Satisfaction Guarantee, if for any reason you are not completely satisfied, you may return the unused portion of your product(s) within 60 days of the purchase date for a full refund of the purchase price (excluding shipping charges). For more information about our Satisfaction Guarantee and your rights under the ACL, please visit: www.rodanandfields.com.au/satisfaction-guarantee.

RETURN INSTRUCTIONS:

1. Complete the Return Authorisation (RA) form above.
2. Send products and Return Authorisation form to: **Rodan + Fields c/o Freight & Distribution Management 7 Eucalyptus Place, Eastern Creek NSW 2766, Australia**

Please Note:

- Items returned outside the R+F Return policy will be discarded and no refund will be issued.
- Rodan + Fields does not accept exchanges or partial returns. If you wish to try a different product(s), please return the product(s) in its entirety (including complete regimens) and place a new order for the product(s) you wish to purchase.
- Once the items are received by our warehouse, a refund will be issued within 10-15 business days and an e-mail notification will be sent.

For more information about our Satisfaction Guarantee, go to www.rodanandfields.com.au/satisfaction-guarantee.