



Refund/Replacement Authorisation Form

Today's Date:

If you are requesting a refund/replacement of a purchase please complete the details below to assist our team in assessing and authorising your refund

First and Last Name			
Email address used when ordering			
Phone			
Order ID Number		Date Ordered	
Products/Event purchased			
I'm requesting a <input type="checkbox"/> Refund <input type="checkbox"/> Replacement request (Tick whichever is appropriate)	Below: Please explain your reason for a refund/replacement in detail to support your request		

Request for Replacement of Product

Requests for replacement of products will only be assessed when we receive a signed declaration on this form. Please read this declaration carefully before signing and returning to us:

I declare that the product for which I am requesting a replacement has been purchased from Soulbirth.com or Quolkids.com and has the damage/fault that I have described on this form. I understand that I **may** be required to send the product for which I am claiming a replacement, back to the supplier and agree to pay for the cost of postage to return the product to the supplier if it is assessed as NOT faulty (please check DVDs on multiple computers or DVD players before deciding it's faulty). Please include a copy of the receipt/invoice if available. We will only consider replacement requests received within 14 days from the date of dispatch/replacement. Refunds, upon approval, **MUST** be confirmed with our office that it has been posted within 72 hours of approval for a refund.

Signature of customer requesting refund..... Date

Request for Refund – refunds are issued for FAULTY products only

Requests for a refund of products are assessed once we receive this form signed by the purchasing customer with the product in re-saleable condition. We will only consider refund requests within 14 days from the date of dispatch/subscription.

I declare that the product for which I am requesting a refund has been purchased from Soulbirth.com or Quolkids.com. I understand that I will not be entitled to receive a refund simply because I no longer want to receive the product/participate in an event or subscription.

Signature of customer requesting refund..... Date

Customers in Australia and Rest of World – send this form to:

Email: faye@soulbirth.com

Mail: Soulbirth.com PO Box 349 Beechboro WA 6063

Phone: + 61 8 9378 9196

OFFICE USE	Date	Initial
Date Request Received		
Date Request Processed		
Refund/Cancellation register number		
Shopping Cart Amended		
Refund Reference Number		
Customer Contacted		