

Consumer Refund Request Form



First Name

Email Address

Surname

Contact Phone Number

Invoice Number

Purchase Date

Item Number

Product Name

Please select reason for Return Request (X)

I changed my mind & I would like my money returned. I am within 21 days of making the purchase.

Product Faulty

NEXT STEPS

Faulty Product Request

Please describe the problem found.

Do you want a refund or a replacement product (X)

Refund

Replacement

Please provide address for replacement product

Attention to: (Name & Surname)

Company name (if applicable)

Unit/Apt #

Street Number

Street Name

Suburb Name

Post Code

Please email this form back to support@dieselanddutch.com together with photos showing the fault.

We will reply within 24 hours and process your request. We reserve the right to request the product be returned for assessment in which case we will arrange for the faulty product in question to be returned.

Change Of Mind Requests

Please outline reason for your change of mind so that we can take your feedback onboard.

Please email this form back to support@dieselanddutch.com and we will reply within the next 24 hours.

If your request is accepted we will issue a Return Authority (RA) number and you can arrange for the product(s) to be returned.

*** Please wait for your RA number before you arrange for the goods to be returned.**

*** Return packaging and postage costs is at the customer expense for change of mind refunds.**

Please return the item(s) to Diesel & DUTCH, PO BOX 5212, PINWOOD, VIC, 3149 and clearly state the RA number on the return label

When we receive the item back we will check the product is in a saleable condition and process the refund less the freight & handling cost within 24 hours via the original method of payment. If the goods are damaged in transit and unsaleable we may refuse to return the funds. For this reason please ensure you pack the goods carefully to protect the product.