

# FAULTY GARMENT FORM

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thanks for taking the time to fill out this form!

We want you to LOVE what you have ordered so we're sorry to hear that something just wasn't quite right! By providing this valuable feedback you will also help us and our suppliers fix any associated problems with future styles and production.

CUSTOMER NAME:

CONTACT PHONE NO:

ORIGINAL INVOICE NO:

DATE OF PURCHASE:

DATE FAULT REPORTED:

ITEM CODE AND NAME:

SIZE :

COLOUR:

## FAULT DETAILS:

please answer the questions below if they are relevant to your circumstances:

- 1 please explain the fault in as much detail as possible:
- 2 how did you wash the garment?
- 3 what laundry/detergent powder did you use?
- 4 how many times had you worn and washed the garment before the fault occurred?
- 5 please list any further comments/suggestions and if possible attach pictures of the fault:

## RETURN PROCEDURE:

Please send the item back to our warehouse at: (preferably please send via a traceable method - registered or express post)

Queen Bee

C9/15 Narabang Way

Belrose NSW Australia 2085

Please enclose this form and record the amount of postage paid to send the garment back to us here: \$ \_\_\_\_\_

Please record your account details for postage reimbursement here:

select from: credit card number + expiry OR bank account number OR your paypal email address

We will endeavour to resolve the situation as quickly and hassle free as possible. Our policy for items already used/worn/washed that are reported to be faulty, is to provide you with a replacement or store credit which includes your return postage fee to us. Faults must be reported within 30 days of invoice date. We will ship the new item/s for free. Thanks so much!!



Telephone: 1300 773 449 Fax: 02 9475 0508 Email: admin@queenbee.com.au  
Address: C9 / 15 NARABANG WAY BELROSE NSW 2085 Australia

Office use only – pls attach any email correspondence to this form	
Date received:	Date Supplier contacted:
Comments:	Store Credit approved + issued:
	Replacement approved + sent: