

RETURN AUTHORISATION FORM

NAME: _____

ORDER NUMBER: _____

RMA NUMBER:
(Contact us to obtain) _____

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

1300 788 800 or
care@advanced-dermatology.com.au

QTY	DESCRIPTION	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)

ADVANCED DERMATOLOGY SATISFACTION GUARANTEE

We value you as a member of the Advanced Dermatology® family and strive to meet your expectations with the products and services we provide. Our products come with the complete support of Advanced Dermatology's clinical team of skin experts plus a 100% money back guarantee for purchases from our website. If you're not satisfied with your Advanced Dermatology purchase for any reason you can simply return the products within 30 days of the order date for a full refund of the product purchase price (excluding any shipping and handling fees you paid).

RETURN INSTRUCTIONS:

1. Contact a Advanced Dermatology® team member at 1300 788 800 within 30 days of your original invoice date to obtain a Return Merchandise Authorisation (RMA) number. A return will not be accepted without a RMA number.
2. Complete the Return Form form above, including the RMA number. This is very important for us so that we can track it when it arrives.
3. Within 7 days of obtaining the RMA Number please return all of the following items to the address below:
 - Unused portion of the product along with all original packaging
 - Completed Return Form noted above.

Advanced Dermatology Returns
RMA Number _____
Shop 6013D/500 Oxford Street
Westfield Shopping Centre
Bondi Junction, NSW 2022

4. For your protection and to ensure prompt delivery, we recommend that you ship via Express post or registered mail. Advanced Dermatology® is not liable for packages lost during shipping.
5. Once the items are received, a refund will be issued within 5-10 business days and an email notification will be sent to you.

For more information about our Satisfaction Guarantee, go to www.advanced-dermatology.com.au/returns