

Peak Marketing Pty Ltd Returns Policy

Returns – Sizing Issues

1. A sizing chart is supplied to avoid errors in sizing selection, however if a size received does not fit, the below procedure must be followed to secure exchange to a new size.
2. Please email orders@peakmarketing.com.au and advise the Invoice number and the details of the goods received and what size you would like to replace them with.
3. A Peak Marketing Stock Return Authority form will be emailed to you which is to be returned with the goods to the address supplied.
4. Replacement goods will be sent upon receipt of the goods being returned.
5. Returns will NOT be accepted unless they are accompanied by a Peak Marketing Stock Return Authority form.
6. Returns will NOT be accepted if they have been worn.
7. Returns to Peak Marketing for sizing issues is the responsibility of the client.
8. Refunds will not be issued for change of mind, once purchase is complete. Peak Marketing will only exchange one size for another.
9. If Peak Marketing decide to provide an RA for change of mind, the cost of freight to return goods is the responsibility of the client, and a 10% restocking fee applies..

Returns – Incorrect Goods Received

1. If you receive your goods and they are faulty or incorrect, please email orders@peakmarketing.com.au and advise the Invoice number and the details of the incorrect goods received.
2. A Peak Marketing Stock Return Authority form will be emailed to you which is to be returned with the goods to the address supplied.
3. Replacement goods will be sent immediately to your address where possible.
4. Returns will NOT be accepted unless they are accompanied by a Peak Marketing Stock Return Authority form.
5. Returns will NOT be accepted if they have been worn. Returns will only be accepted if there was an error in the despatch or the goods are faulty.
6. Refunds will not be issued for changed minds once purchase is complete.
7. Peak Marketing will cover the charge of freight for replacements goods to be dispatched only when incorrect goods were originally received.

If you have any queries, please contact us on orders@peakmarketing.com.au or on +61 (0)7 3205 4877. Please refer to Peak Marketing's full terms and conditions for further details if required.