

Government Skills Australia

Returns Policy and Form

Unopened purchased goods from Government Skills Australia may be returned in its original packaging within 30 days of receiving your order. Government Skills Australia regrets we are unable to accept returns nor refund, e-resources, e-publications, opened items or items returned more than 30 days after delivery. If the return is a result of our error, we will pay the postage costs.

We can not accept returns of certain items, when:

- Any item is returned more than 30 days after delivery
- Any CDROMs or DVD's have been opened (taken out of its plastic wrap)
- Any item that is not in its original condition or has missing parts
- Any item that is an e-resource and/or an e-publication

Damaged/ defective items: GSA asks you to indicate the number of items you're returning, the reason for return and whether you would like a refund or a replacement.

Wrong or missing products: Check the Tax Invoice that was included with your shipment against your original order. Please indicate the number of items you are returning, as well as whether they arrived instead of or in addition to items that you did order. You will not be charged additional mailing costs beyond those you had originally authorised.

Request to Return Form

Name _____

Position _____

Organisation _____

Phone _____ Fax _____

Email _____ Website _____

Tax Invoice Number _____ Merchant Invoice Ref _____

Item/s Proposed for Return

Product Code	Description	Quantity	Invoice Price

Reason for Request to Return
