



RETURN & EXCHANGE FORM

You are welcome to exchange or return items purchased online using the form below providing you are within 7 days of receipt.

Please ensure to provide your invoice / order confirmation and that your items are in new condition & original packaging with all accessories, manuals, cards and tags. To view our full returns and exchanges policy please visit <https://www.diversworld.com.au/policies/>

NEED HELP? Email us at info@diversworld.com.au or call on (07) 4041 4004

NOTE: If you require an item to be held for exchange, please email info@diversworld.com.au with

- your name, contact details and order number
- details of the preferred replacement item/s (item name, color, size)

STEP ONE:

- please fill out your details below & make sure to include this form when posting your items back to us at Diversworld

ORDER NUMBER:	
NAME:	ADDRESS:
PHONE:	CITY:
EMAIL:	POSTCODE & STATE:

- ☐ **DIVERSWORLD GIFT CARD** with credit to shop again at a later stage
- ☐ **REFUND** - refunds can only be processed to the payment method used at time of purchase, and only once the items have arrived back at Diversworld. No refund on clearance items / any item indicated as non-returnable on www.diversworld.com.au.
- ☐ **EXCHANGE** (if you choose to exchange for an item of higher value, payment will be required for the difference)

STEP TWO: ITEMS FOR EXCHANGE / REFUND

ITEM CODE	ITEM NAME	REASON FOR RETURN	REQUESTING AN EXCHANGE? LIST NEW SIZE, COLOR & PRICE BELOW

STEP THREE: PLEASE SEND YOUR COMPLETED FORM & ITEMS TO BE RETURNED TO:

Diversworld
1/90 Aumuller Street
Portsmith, Cairns
4870 QLD

ITEMS TO EXCHANGE: You may include your own post parcel to reduce exchange freight costs. Please allow up to 2 weeks for us to process the exchange; warranties may take longer depending on the brand of the product.

NB: DiversWorld does not take any responsibility for returns lost in transit - make sure to send your items registered with tracking number.