



Australian Services Union • Returns Policy

Refunds

If for any reason you are not satisfied with any purchases you make from this site, with the exception of movie tickets, simply return your purchase within 14 days for a full refund – no questions asked. Sorry we cannot refund freight charges on delivery and return of goods.

Movie tickets cannot be refunded or exchanged.

Exchange

If a product that you purchases from the ASUshop website does not meet your anticipated requirements you may request an exchange of the product. Please call the ASUshop on 03 9342 1410 or email asushop@asu.asn.au with the details of your request. You will need to return the delivered purchase within 14 days. Sorry we cannot refund freight charges on delivery and return of goods.

Damaged Goods

If your purchase is damaged either as a result of a manufacturing error or in transit, we will send you a “no charge” replacement, freight free. You will need to email a photo to asushop@asu.asn.au of the damaged product (or fragments which demonstrate reasonable evidence of damage) to us for assessment.

Method of refunds

The Australian Services Union will refund to your credit card or PayPal account.

How to make a return

All we ask is that you print and fill in the Returns Form below, and return the product in its original condition with its packaging. We will also need a copy of your order confirmation record and goods receipt.

Returns information

Please provide us with the information outlined below. This information must accompany all returns.

Return address

ASUshop
C/o ASU National Office
Ground Floor
116 Queensberry Street
Carlton South, VIC 3053
Australia

Contact details

Email: asushop@asu.asn.au
Phone: 03 9342 1410



Australian Services Union • Returns Form

Please refer to our Returns Policy before filling out this form

Personal Details

Name:

Company:

Street Address:

Town/Suburb:

State:

Postcode:

Country:

Email Address:

Contact Phone:

Preferred Contact Time:

Product Details:

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Returned Item:

Code #:

Receipt #:

Order Date:

Reason for return:

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What would you like us to do?

- Replace with another of the same product
- Refund my credit card
- Refund my PayPal account
- Refund by posting me a cheque or international money order