



GOODS RETURN & CREDIT REQUEST FORM

Franklin Covey Products are committed to providing excellence in customer service and customer satisfaction. Our 100% satisfaction guarantee provides you with a full refund, credit or exchange (at our discretion) when you return your purchase within 30 days when customers merchandise falls into one of the following categories: (a) faulty craftsmanship or; (b) goods are damaged on arrival (c) or if you are not satisfied with your purchase for whatever reason.

STEP 1 LODGE YOUR REQUEST

Please complete the below form:

ORDER DETAILS

First Name		Surname	
Email Address		Phone Number	
Street Address & Suburb			
Post Code & State		Customer Number	
Invoice Number		Date of Purchase	

REASON FOR RETURN

Goods are Faulty	
Wrong Product Ordered	
Received Different Product	
Other	
<i>Please provide details for Other:</i>	

ACTION REQUESTED

Refund to Credit Card	
Replacement of Faulty Goods*	
Other	
<i>Please provide details for Other:</i>	

PRODUCTS BEING RETURNED *Please list the product code and description as per your invoice*

ADDITIONAL COMMENTS *Please include any additional information or comments in this section.*

STEP 2 AWAIT RETURN AUTHORISATION

Await confirmation from the Franklin Covey team and receive return authorisation number. Depending on the time of the year you should expect to hear a response within 3 working days.

STEP 3 RETURN GOODS

Once a return authorisation number is confirmed the Franklin Covey team will advise if goods need to be returned, if so the address to send to is:

Franklin Covey RETURNS
c/o Collins Debden
Level 3, 93 George Street
Parramatta, NSW, 2150, Australia

Please include the return authorisation and a copy of your return form.

We recommend that you send your goods back via registered post or a guaranteed courier service. We cannot be held responsible for goods lost in transit while being returned to Franklin Covey. Refunds will not be processed for items that have gone missing in transit.

If we have dispatched the goods as ordered but you decide you do not want them, they may be returned for a refund within 7 days after the receipt of the goods. In this case any delivery charges incurred are non-refundable, only the cost of the goods will be refunded. Please refer to our Terms & Conditions for full details of the returns/exchanges policy.

STEP 4 FINALISATION OF REQUEST

Upon receipt we will check the goods and confirm the next steps, either a refund or we will resupply the product as agreed (if faulty). Refunds do not include shipping charges.

Thank You