

# Customer Returns Form

(WITHIN 3 BUSINESS DAYS)

Thank you for notifying us of your returns request. Please print and complete this form along with your items. Unfortunately, we cannot accept any returned goods without a returns form attached, as we may not be able to allocate the correct details to your order to investigate further.

**Please ensure the following before you complete this form:**

1. A customer Service Representative at Dolce Vita Premium Cakes Pty Ltd, have been notified within 24 hours of delivery.
2. Authorisation has been provided by our customer service team at Dolce Vita Premium Cakes Pty Ltd.
3. The products you wish to return are well refrigerated and kept in it's original packaging.
4. Products being returned are within 72 business hours of delivery.

**You will not be eligible for a credit or refund if:**

1. No authorisation was given by our customer service team
2. Returns form is not attached to your goods
3. It is more than 3 business days after your goods were signed and delivered.
4. It is you or your representative's order error.
5. If items have been left out for long periods without suitable refrigeration.

CUSTOMER NAME: .....

CONTACT NUMBER: ..... CONTACT NAME: .....

INVOICE NUMBER: ..... INVOICE DATE: .../.../..... DELIVERY DATE: .../.../.....

AUTHORISED PERSON (DV CAKES): .....

PRODUCT NAME(S) 1. ....

2. ....

PRODUCT ISSUE(S):

- |  |                                      |   |
|--|--------------------------------------|---|
| <input type="checkbox"/> DAMAGED         | <input type="checkbox"/> FLAVOUR     | <input type="checkbox"/> WRONG ORDER        |
| <input type="checkbox"/> MOULD/MICROBIAL | <input type="checkbox"/> DELIVERY    | <input type="checkbox"/> INCORRECT QUANTITY |
| <input type="checkbox"/> LABEL           | <input type="checkbox"/> TEMPERATURE | <input type="checkbox"/> OTHER              |

IN A FEW WORDS, PLEASE DESCRIBE THE ISSUE WITH THE PRODUCT(S):

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