



Exchange & Return Form

If you feel that you need to return an item to Steel Sapphire, we request that you please post it back to us, including this form within 28 days of receipt of the item using registered mail to the nearest address below. Please review the website to view the terms & conditions. You can also track the progress of your return on the website. General wear & tear is not covered by the Steel Sapphire warranty. This includes damage from using harsh liquid silver polish on the product, damage from spas/ hot tubs & pools & normal fading on oxidised items.

To qualify for an exchange or return ALL AREAS of this form must be completed in CAPITAL LETTERS

STEP #1. Customer Details (As shown on the invoice)

IBO Number: _____ Invoice Number: SIN _____
 IBO Name: _____ Steel Sapphire Cust No: _____
 Phone No: _____ Email: _____

STEP #2. Return Mailing Details

Name: _____ Address: _____
 Suburb: _____ State: _____

STEP #3. Item Returned & Your Replacement Required

Reason for Return

	Value	Quantity	Tot Value	Size	Faulty	Other
#1: RETURN CODE: SS _____ REPLACEMENT CODE: SS _____	\$		\$			
#2: RETURN CODE: SS _____ REPLACEMENT CODE: SS _____	\$		\$			
#3: RETURN CODE: SS _____ REPLACEMENT CODE: SS _____	\$		\$			
#4: RETURN CODE: SS _____ REPLACEMENT CODE: SS _____	\$		\$			

STEP #4. New Charge. Fill in credit card details for new charges

Visa Mastercard Expiry

Refund Options

Option #1 Credit to IBO Steel Sapphire account Yes / No Refund Value \$
 Option #2. EFT For a Refund Yes / No
 Account Name: _____ BSB: _____ Account No: _____

STEP #5. Return Your Form & Refund Item to:

Steel Sapphire Australia:
 PO BOX 159
 Gladesville
 NSW 2111 Phone: 02 9807 5599

Steel Sapphire New Zealand:
 37 Arrenway Drive
 Mairangi Bay Industrial Estate North Harbour
 Auckland 9 Phone: 09 445 2779

Office Use Only:

Date Received: _____ / _____ / _____ Date Received: _____ / _____ / _____
 Website Entered: _____ / _____ / _____ Website Uploaded: _____ / _____ / _____
 Processed By: _____ Processed By: _____