



RETURNS FORM

Please return within 30 days of receipt. We do not provide refunds for change of mind on Sale items or for GPS Locators. **Our 30-day return guarantee only applies to items purchased online.** Any in-store purchases are subject to the retailer's conditions of sale and should be returned to the retailer.

If you believe your item is faulty you need to contact us at contact@mytag.com.au so we can try to fix the issue for you. Returns for faulty items are only accepted if approved by our customer care team in advance.

Need more info? Ask us at contact@mytag.com.au

YOUR DETAILS AND ITEMS YOU ARE RETURNING

Date: _____ Order Number: _____

First Name: _____ Last Name: _____

Phone Make & Model _____

Product Name	Reason Code (see below)	Issue Explanation (what went wrong?)

Return Reason Code – Please use the codes below in the table above:

1. Wrong colour • 2. Wrong Size • 3. Faulty • 4. Looks Different to Site • 5. Received wrong product
6. Doesn't suit me • 7. MyTag support couldn't fix my issue • 8. Changed my mind 9. Poor Quality • 10.
Wouldn't work with my Phone

Please Return To: MyTag Customer Care, MyTag Australia PO BOX 1258 Mona Vale NSW 1660

PLEASE CHECK that all return items are in the original condition sent, and in original undamaged packaging. Check all parts and components are included in the package before returning the item.

Your return item will be processed within 3-5 working days of receiving. For any other information regarding our policy, please see our refund and returns policy on our website

<https://mytag.com.au/policies/refund-policy>