

Return Request Form

Thank you for your purchase. If you wish to request a return, please complete the form below and email it to sales@doogoodhome.com.au. We will review your request and respond with the next steps.

Customer & Project Information

Full Name:
Phone Number:
Email Address:
Order Number:
Order Date:

Return Details

Item(s) Being Returned:
Quantity:
Reason for Return (tick one): ☐ Received damaged item ☒ Item is faulty or not working ☐ Incorrect item received ☐ Missing components or parts ☐ Item does not match the description ☐ Change of mind ☐ Ordered the wrong product ☐ Product not suitable for my needs ☐ Other (please specify):



Supporting Information (Required for damaged or faulty goods)

- ☐ I have attached clear photos showing the issue
- ☐ I have included proof of purchase (e.g., tax invoice or order confirmation)Incorrect item received

Preferred Resolution (if applicable)

- ☐ Refund
- ☐ Replacement item
- ☐ Store credit
- ☐ Repair (if applicable)

Additional Comments

Please note:

- Change-of-mind returns are accepted within 10 days of purchase for eligible stocked items only and are subject to a 15% restocking fee.
- Custom-made, powder coated, or made-to-order items are not eligible for change-of-mind returns.
- This form does not guarantee approval of your return. We will contact you to confirm eligibility and provide next steps.



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