

# Returns Authorisation Form & Policy

Aspire Learning Resources  
Version 2  
15 Dec 2020

**Aspire’s Returns Policy – Please read this information carefully**

All goods returned to Aspire must be accompanied by a Returns Authorisation Form signed and dated by an Aspire account manager before the products are returned. Goods returned without a signed and dated Returns Authorisation Form will not be issued a credit or able to be exchanged.

Goods must be returned in resaleable condition. You are responsible for the postage associated with a return, and for ensuring the goods are packaged appropriately for transport. Aspire will not process an exchange or credit not when the goods are damaged in return transit.

Except for Australian Bookshops/Booksellers, goods must be returned within seven days of invoice date. For Australian Bookshops/Booksellers, goods must be returned within 30 days of invoice date.

Contact Aspire between 8.30am and 5.00pm (Australian Eastern Standard Time) on 03 9820 1300 to discuss the return of goods. You will need to provide us with proof of purchase (such as an invoice or receipt) and evidence of the fault or damage with the goods (if applicable). Full details of our Returns Policy can be found here <https://aspirelr.com.au/pages/returns-policy>

Today’s Date:	Invoice Date:
Name:	Position:
Department:	Organisation:
Address:	
State:	Postcode:
Phone:	Fax:
Email:	

**I would like to return the following goods:**

Qty	Title	Invoice No.	Reason for return

Your Signature:

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**Office Use: To be completed by Aspire Learning Resources Account Manager**

Approved Date:

Approved by:

Account Manager Signature:

Clients are responsible for packing returned goods to ensure they won't be damaged in transit.

Goods should be returned to:

**Attention: Customer Service  
Aspire Learning Resources  
Level 1/464 St Kilda Road  
MELBOURNE VIC 3004**

or the following address if instructed by Aspire:

**Attention: Mark Mitchell  
DOCULINK AUSTRALIA  
Unit 5, 52 Wirraway Drive  
PORT MELBOURNE VIC 3207**

Please remember to include the **Authorisation Form signed by Aspire** with your goods. Goods returned without signed authorisation or in a damaged condition will receive no credit. Returned goods incur a \$20 charge for administration or 20% of the invoiced value of the books returned, whichever is greater.