

## **Product Refund Process**

Products\* purchased from Crocodile Marketing are entitled to the “Aussie Fair-Dinkum 60 day 100% money-back guarantee”. This means that within the first 60 days of your purchase, if you’re not 100% satisfied with your purchase for any reason, then you can return it to us for a full refund of the purchase price.

In order to receive a full refund of your purchase price -minus any shipping and handling charges- please make sure you follow the instructions below:

1. You must have purchased the item directly from Crocodile Marketing. The 60 day guarantee does not apply to any products that were sold at a conference or were sold through another promoter or another distributor. In those cases, those products will come with a standard 30-day money-back guarantee, less any shipping and handling charges.
2. You must complete an official Crocodile Marketing refund request form and return it to us for authorization. It might sound funny or a bit pedantic, but you would be amazed how many people seek a refund on products that we never sold or was duplicated and sold by another unauthorized dealer illegally. Your request will then be authorized and you will be given directions on where to return your product with proof of purchase to our office. We do require that the goods be returned to our office to ensure authentication.
3. When completing the refund form, please provide as much detail as possible regarding the original order, name, product and date if available. As soon as we’ve authorized your request, you’ll receive an email from us with your refund authorization number and instructions on where to return the goods. We will refund your purchase price, less any shipping and handling charges. Your refund payment will be paid directly to your nominated bank account once we receive the returned item in good order. Failure to apply with this procedure may result in an administrative fee of \$55 being deducted from your refund.
4. You must return the product to the address we specify. Do not send your product back to Crocodile Marketing unless:
  - a) you have been specifically directed to do so and
  - b) your refund request has been authorized.

Please don’t return your product to the shipping address that your product was originally shipped from as we do use different vendors for fulfillment, and they are not responsible to return items directly to us. Secondly, when returning the package, you must include all parts of the original product, including and not limited to, all forms and bonus materials that were originally sent within the pack, if applicable.

Our products are covered by a 60 day customer satisfaction guarantee, so if you’re not happy with the product you have purchased within that time, we will happily refund the purchase price to you.

**We call it the Crocodile Marketing ‘Aussie Fair-Dinkum 60 day 100% money-back guarantee’!**



*\* This guarantee applies to products only. It does not apply to coaching, presentations or personal or other services provided by Crocodile Marketing or David McMahon. If you are unsure, please contact us for clarification.*



## Product Refund Request

**Your Details:** (Please print clearly)

Name: \_\_\_\_\_

Business Name: \_\_\_\_\_

Industry/Business/Profession: \_\_\_\_\_

Address: \_\_\_\_\_

State: \_\_\_\_\_ Post code: \_\_\_\_\_ Mobile: \_\_\_\_\_ Phone: \_\_\_\_\_

Fax: \_\_\_\_\_ E-mail: \_\_\_\_\_

*(your email is secure with us and will never be rented or sold)*

Product or Service Purchased: \_\_\_\_\_

Purchase Date: \_\_\_\_/\_\_\_\_/\_\_\_\_ Amount Paid \$: \_\_\_\_\_

Could you please describe why the product did not work for you?

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Could you please provide any feedback on how we can improve our product?

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

I request that my refund be processed to the following account\*:

Account name: \_\_\_\_\_ Bank: \_\_\_\_\_

B.S.B: \_\_\_\_\_ Account Number: \_\_\_\_\_

I am returning the Product(s) as per the relevant Product guarantee. By signing this form I am declaring the above information to be true and correct.

Full Name: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

**Please return this form by faxing to 07 55279677**

**Or email: [Customers@CrocodileMarketing.com](mailto:Customers@CrocodileMarketing.com)**

**Or mail to: Crocodile Marketing PO Box 4483, Ashmore Plaza, Ashmore, Qld 4124**

### For Office Use Only

Refund Authorisation No: \_\_\_\_\_ Auth.by (sig): \_\_\_\_\_

R/A emailed Date: \_\_\_\_/\_\_\_\_/\_\_\_\_ Pack Returned: \_\_\_\_/\_\_\_\_/\_\_\_\_ Refund processed: \_\_\_\_/\_\_\_\_/\_\_\_\_