



Loving Earth hopes that you receive our products in its intended fresh and delicious condition. However, if you have encountered an issue with your order, please let us know by filling in the form below.

Please submit one form per product type, and send this to us via email or fax within 14 business days* of receiving your order, so your query can be addressed promptly. Thank you.

Sales Order / Invoice #	
First Name	
Last Name	
Customer code	
Customer/Account Name	
Email	
Daytime Phone	
Mobile	

PRODUCT DETAILS

Product Name	
Product Code	
Number of items affected	
Best Before date	

*What issue have you encountered?

Product(s) not received	
Damaged product(s)	
Wrong product size	
Product not ordered	
Quantity error	
Product fault/quality	
Other (please specify)	

For prepaid customers, a refund will be issued back via the credit card or bank account used for the original transaction.

If your original payment was via EFT, please provide your bank account details below.

Account Name	
BSB	Account Number

We will endeavour to respond to your reports within 1-2 working days. If your issue is urgent, please call us between 9am-5pm on Monday-Friday.

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Loving Earth Office Use Only

Date received

Date processed

Processed By

Customer notified

Date completed

Response provided

Credit / Refund / Other

Notes

**If informed after this 14 day period, appropriate reimbursement will be at the discretion of the Loving Earth Management team.*