

ONLINE RETURN/EXCHANGE FORM

DATE: _____

ORDER: _____

NAME: _____

PHONE: _____

EMAIL: _____

We are happy to offer you a full refund or exchange of your purchase less the cost of shipping as long it is returned **within 21 days of you receiving it.**

Returns and exchanges can take 10-15 business days to be processed. This covers the time for your parcel to safely reach us and for your refund or exchange to be completed. You will be contacted as soon as we have processed your return.

We do not accept any returns / exchanges in any of our stores. All online orders can only be returned to our Online Returns Centre.

CUSTOMERS ARE RESPONSIBLE FOR ALL RETURN SHIPPING AND HANDLING CHARGES, HOWEVER IF YOU REQUIRE AN EXCHANGE WE WILL HAPPILY POST THE NEW SIZE/S TO YOU FOR FREE.

IF YOU HAVE RECEIVED AN INCORRECT ITEM, OR AN ITEM THAT IS DAMAGED OR FAULTY PLEASE CONTACT US IMMEDIATELY VIA OUR CONTACT US LINK ONLINE

RETURN YOUR ITEM/S TO US:

- RETURN YOUR ITEM TO YOUR LOCAL POST OFFICE AND PAY FOR A REGISTERED POST BAG OR BOX

We recommend sending return parcels via registered post as we are not liable if your return is not received by us.

PLEASE ENSURE THE FOLLOWING GUIDELINES ARE FOLLOWED WHEN PACKING YOUR RETURN:

1. Ensure the product is in its original box with packaging, and in an unworn condition, as new
2. Please use the carton your items were delivered in to return your items or place in a shipping bag
3. Please do not affix tape or label directly onto the shoe box
4. Make sure to enclose your invoice and completed returns form with your return items
5. **Address parcel to: Online Returns Centre, 112-118 Dunning Avenue, ROSEBERY NSW 2018**

STEP 1: DETAILS OF ITEM/S BEING EXCHANGED/RETURNED:

QTY	STYLE NAME	COLOUR	SIZE	REASON CODE*

*REASON CODES: NS-NOT SUITABLE | WS-WRONG SIZE | F-FAULTY | WI-WRONG ITEM SENT | EX-EXCHANGE

STEP 2: WOULD YOU LIKE TO EXCHANGE OR REFUND?

REFUND EXCHANGE* PLEASE ADVISE NEW STYLE REQUIRED _____

Please circle your desired size on the table below.

*We might not always be able to provide you with your desired size, should this be the case you will be contacted and a refund will be issued.

AU SIZES														
5	5.5	6	6.5	7	7.5	8	8.5	9	9.5	10	10.5	11	11.5	12
EU SIZES														
35	35.5	36	36.5	37	37.5	38	38.5	39	39.5	40	40.5	41	41.5	42

THANK YOU FOR SHOPPING ONLINE!

sandler.com.au | easysteps.com.au | janedebster.com.au | alanpinkus.com.au | pinkinc.com.au