

Size Exchange & Returns Form

When returning your footwear, Please do not stick the prepaid label directly onto the box as we need the box to be in a re-sellable condition. Please wrap the box in paper or plastic.

Please note that exchanges can only be accepted within 30 days from the date of delivery. The goods must be returned in their original packaging, be unmarked and unworn. Unfortunately we cannot exchange or refund, clearance sale lines or any item which has been worn.

* With the exception of claims for manufacture faults. If you are claiming a manufacturing fault please use the faults return form.

Order Number (Which can be found on the original receipt): _____

Name: _____ Phone Number: _____

Brand: _____ Brand code (3-6 digits or Letters): _____

Reason for Exchange (Please Tick)

- Size or Style Exchange. I am returning Size ____ UK Men's
(Fee of \$16.95 to cover the postage cost of your returned boots and the delivery on your correct size)
- Returning Item for a refund
(Fee of \$16.95 to cover the postage cost of your initial free postage and the cost to return your product)

Details of Action Required (Please Tick)

- Please send me Size/ _____ UK Men's in exchange for the returned pair
*If you would like to exchange for a different style, please provide further details here: _____
- Please refund the cost of my purchase
*There is no need to leave payment details if you have already paid the \$16.95 over the phone. If you have pre-paid you will receive a full refund. If you have not pre-paid the charge of \$16.95 will be deducted from your refund amount.

Details for delivery: Please send my replacement goods to:

- Please Tick here if you wish to use the same address as your previous delivery
- Different address as below:

(House/unit number & Street name) _____ (Suburb) _____

(State) _____ (Postcode) _____

Return Payment: (Payment of \$16.95 is a cost to cover the cost of the return process for both postage transactions)

- I have called and pre-paid over the phone
- I am supplying my card details below for payment of \$16.95

No. _____ Exp date: ____ / ____ Signature: _____



If we can assist you with your return, please contact us on 02 9524 6188 or e-mail returns@tbwsafety.com.au