

Warranty Claim Exchange Form

Thank you for contacting us regarding your warranty claim on your recent purchase.
Please complete the following form.

The Boot Warehouse
Unit 20 / 20 – 28 Kareena Road
Miranda NSW 2228
Australia

IMPORTANT INFORMATION:

Please make sure you have completed the first step of this process by e-mailing images of the fault through to info@tbwsafety.com.au. If you have done this and are simply following our instructions please continue.
Once the boots arrive back to our warehouse we will inspect your warranty claim and if necessary work with the manufacturer to provide you with an outcome as soon as possible. If it is clear that your claim is related to a manufacturing fault/defect, we will inform you accordingly and replace/repair the item within 3 business days. If there is any uncertainty regarding the nature of the fault/claim, the product will be referred to the manufacturer for final assessment. This process can take up to 5 business days and we will inform you of the outcome ASAP. Please be aware that if the warranty claim is rejected by the manufacturer and you wish to have the boots returned, the cost of postage is payable by the buyer.

Order number: _____

My Name: _____ My Phone Number: _____

The Brand: _____ The Style code (3-6 digits): _____

Reason For Exchange

- I think there is a fault in my good and I require it to be assessed by the manufacturer.
- I would like to take advantage of the 30 day comfort guarantee offered by Blundstone, Oliver and Steel blue
* I understand that The Boot Warehouse do not cover the cost of my postage for taking advantage of the 30 day comfort guarantee offer.

Details of your fault or Comfort claim:

I confirm that I have read and understood the above information

If we can assist you further, please contact us on 02 95246188 or e-mail returns@tbwsafety.com.au

