

The Boot Warehouse - Size & Exchange Returns Form

International returns (excluding NZ):

All postage and handling costs will be incurred by the customer. If you return your item for a change of size, you must pay for the re-postage cost of your new item. This will be the same cost as what you originally paid for postage and can be found on the bottom of your invoice. If you are returning your item for a refund, please know you will be refunded the cost of your item only, excluding any postage originally paid.

3 rules for returning my item:

(please tick)

- 1 - My item being returned is within 30 days from date of purchase: YES
- 2 - Items must be unused and unworn and with the original tags still attached: YES
- 3 - My items are in their original packaging which is packed back into a satchel to protect the box and item: YES

Do not send back your item with packaging tape or the label attached directly to the shoe box as your return will not be accepted.

Please note if you have not ticked 'YES' to each rule above, your return may be rejected.

My details:

Can be found on the invoice on the reverse side form this from: YES

OR

There is no invoice on the reverse side of this form. My details are as below:

Order Number: _____

Name: _____

Contact number: _____

Reason for Exchange - Please tick one box only:

- I am returning my item for an exchange of size – Please send me a size: _____ (UK/AUS for work boots)
(If you select this option, The Boot Warehouse will contact you for payment of the re-postage fee)

OR

- I am returning my item for a refund – Please refund the cost of my item
(this will be minus the postage originally paid)

OR

- I am returning my item for an exchange of style – Please send me: _____
(If you select this option, The Boot Warehouse will contact for payment of the re-postage fee)

Details for delivery –

- Please send my return to the same address as my previous delivery. Please advise if there is any change of address.

Important - Please be sure to include a copy of this form with your return.

If you have any further questions, please phone us on 61 2 9524 6188 or email info@tbwsafety.com.au

