

The Boot Warehouse - Size & Exchange Returns Form

To create a new return request, begin by calling us on 02 9524 6188 and request a pre-paid return label. This will cost \$16.95 and can be paid over the phone. You will receive your label via email to print and attach to your return. The payment of \$16.95 covers the cost of the postage of your item back to our warehouse and the cost of your new item back out to you (or a refund in full). This saves you from having to pay general public postage rates to return your item. \$20.00 for NZ

4 rules for returning my item:

(please tick)

- 1 - My item being returned is within 30 days from date of purchase: YES
- 2 - I have contacted The Boot Warehouse and paid \$16.95 for the return postage label: YES
- 3 - Items must be unused and unworn and with the original tags still attached: YES
- 4 - 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)

OR

I am returning my item for a refund – Please refund the cost of my item.

OR

I am returning my item for an exchange of style – Please send me: _____

(if there is a difference in price, this can be resolved when you speak to a staff member when you pay the \$16.95 for your return)

Details for delivery – Please check one box only:

Please send my return to the same address as my previous delivery

OR

I have a new address:

Street number and name: _____

Suburb: _____ State: _____ Postcode: _____

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

If you have any further questions, please phone us on 02 9524 6188

