Online Return Form

Foot Locker

Thanks for shopping with us! If you are not 100% happy with the product you purchased online for any reason, Foot Locker is happy to offer you a refund providing the below terms are met.

Our Refund Policy

1. The items with the completed returns form are received within 28 days from the date of delivery.
2. Items must be in original condition as purchased and unused.

Simply fill out this form, ensuring all fields are complete. Put the completed form and your product into a satchel or box, attach the pre paid return address label and take to the counter at any local Australia Post branch. You can also put the box or satchel in any Australia Post RED post box*. Do not attach anything to the original shoe box. If you send back shoes with packing tape on the shoe box, your return will not be accepted.

*We prefer it if you take your return to the counter at any Australia Post branch. This is because it will be scanned and can be tracked, whereas if you just put your return in a post box, it will not be scanned and there will be no tracking available. For refunds where Afterpay was the original payment method, item(s) must be sent back to Foot Locker's warehouse for the refund to be processed. Refunds cannot be processed in store where Afterpay was the original payment method. Please note, if Afterpay was the original payment method, exchanges cannot be done in stores.

Please allow 5 – 10 days for us to assess and process your return once received at our warehouse.
It may take additional time for the refund to appear in your account.

ORDER NO	NAME	ORDER DATE

ITEM RETURNING SKU	SIZE	REASON FOR RETURN CODE

Reason for Return Codes

Unwanted / Changed my mind	(RET902)
Return as item is too large/loose	(RET142)
Return as item is too small/tight	(RET144)
Ordered the wrong item	(RET900)
Wrong item shipped**	(RET080)
Wrong size shipped	(RET901)
Return due to too long shipping time	(RET050)
Defective / Damaged / Poor Quality	(RET020)
Item not as described / pictured	(RET035)

**If you select reason for return code RET080, what was the SKU you were supposed to receive?

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Additional comments

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