

# Online Order Return Form



Thanks for shopping at *insert domain* We want you to be satisfied with your shopping experience. If you're not satisfied with the item/s you ordered online, you can return them to us free of charge. To meet our return conditions, you must return your item/s as outlined below:

- within 28 days of your delivery date
- in its original condition
- unused
- has all its original tags attached
- in its original packaging in the condition you received it in

We reserve the right to refuse items that do not meet these conditions.

We'll cover the cost of postage cost to return your item. You simply need to:

1. Complete this form ensuring all fields are accurate and complete.
2. **You will have been provided with a pre-printed return label from NZ Post. Please use this label for your returns.**
3. Place the product in a satchel or box. Seal well. Make sure you don't attach anything (like packaging tape) to the original shoe box, as this will void your return.
4. **Affix the label to the outer carton. Take your item/s to any NZ Post outlet or post box.**

Please allow 7 to 10 days for us to assess and process your return once received at our warehouse.

We'll credit the amount paid to the original payment method. It may take additional time for the refund to appear in your account, subject to your bank's processing times.

ORDER NO	NAME	ORDER DATE

ITEM SKU	SIZE	RETURN CODE

RETURN CODE	
Unwanted / changed my mind	<b>RET902</b>
Return as item is too large/loose	<b>RET142</b>
Return as item is too small/tight	<b>RET144</b>
Ordered the wrong item	<b>RET900</b>
Wrong item shipped*	<b>RET080</b>
Wrong size shipped*	<b>RET901</b>
Defective, damaged or poor quality	<b>RET020</b>
Item not as described / pictured	<b>RET035</b>

\*If you chose return code RET080 or RET901, what was the item's SKU or the size you were supposed to receive?

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Additional comments

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