

### How to return an item:

**1.** Make sure the items you are returning are in unworn/original condition. All products **must** arrive back in original condition to be eligible for return. This includes the shoe box or product packaging.

Fill out the form below, with your online order details & request/s.

**2.** Package up your return, as you received it, with all original packaging intact. **DO NOT** stick anything to the actual shoe box, including sticky tape or postage labels.

Place your shoe box or product/s into a satchel bag or box. We recommend using an Australia Post satchel bag.

**3.** Address your return parcel to:

**Florsheim Online Returns**

262A Darebin Road  
Fairfield, VIC, 3078

\*\*Make sure to use a delivery service with tracking. Florsheim Australia cannot take responsibility for items returned via non-registered delivery.

### Customer order details:

Name: \_\_\_\_\_

Order Number: \_\_\_\_\_ Phone: \_\_\_\_\_

Date Of Purchase: \_\_\_\_\_ Email: \_\_\_\_\_

Shipping Address: \_\_\_\_\_

### Details of items being returned:

Style Name	Style Number	Colour	Size	Quantity	*Reason Code

**\*Return Reason Codes:**

- |              |                  |                 |   |
|--------------|------------------|-----------------|---|
| 1. Too small | 3. Incorrect fit | 5. Faulty       | 7. Item not as pictured (please provide feedback) |
| 2. Too large | 4. Damaged       | 6. Not suitable | 8. Other (please specify)                         |

Notes: \_\_\_\_\_

### How would you like us to handle your return:

EXCHANGE (fill out table below)     REFUND     ONLINE STORE CREDIT

Style Name	Style Number	Colour	Size	Quantity

\*Please note: Refunds will automatically be processed back onto the credit card or Paypal account originally used for the order