

# Florsheim

SHOE COMPANY

## ONLINE RETURNS FORM

### RETURNS POLICY

You can return your order to our online warehouse OR to one of our stores nationwide.

- Please ensure that all items returned are unworn and in original packaging.
- Items will be accepted for return within 30 days of delivery for refunds or exchange. Clearance products (which end in 0.80c) can not be refunded for change of mind (unless faulty), and an exchange or gift card will be offered.

### RETURNING TO STORE

1. Please take your order into a store, along with proof of purchase. Please note, we do not offer on the spot refunds in our stores for online orders.
2. Once returned to the store, if you request a refund, it will be processed back on to your original payment method within **4 business days**.
3. If you would like to exchange your items, for the same or greater value, this can be processed in store. If you would like to exchange for a lesser value item, your online order will be refunded within **4 business days**, and you will need to purchase your new item for its total price in store.

### RETURNING TO ONLINE WAREHOUSE

1. Please complete the form and return this with your item. **If there are issues or concerns with your order**, our Customer Service team can be contacted on internet.orders@florsheim.com.au or phone 1800 335 002.
2. Please package your return in a postage satchel or box. Please do not stick labels or sticky tape on to the original shoe box.
3. **To submit your return and obtain a shipping label, please go to: <https://return.auspost.com.au/FLORSHEIM>** (Shipping costs are the customers responsibility and we do not refund shipping costs.)

Please allow 7 business days for your return/exchange to be processed and email confirmation will be received once finalised. We do not refund shipping costs. For faulty items, please first contact Customer Service on internet.orders@florsheim.com.au.

### CUSTOMER ORDER DETAILS

Name: \_\_\_\_\_ Order Number: \_\_\_\_\_

Phone: \_\_\_\_\_ Email: \_\_\_\_\_

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

### ITEMS BEING RETURNED

Style Name	Style Number	Colour	Size	Quantity	*Reason Code

#### \*Reason Codes

1. Too small    2. Too large    3. Faulty    4. Not suitable    5. Other (please specify)

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

- REFUND  
 ONLINE STORE CREDIT  
 EXCHANGE (please complete below table)

Style Name	Style Number	Colour	Size	Quantity