

# Shoes Online Return Authority Form

To Obtain a RA Number for a product return either email [raw@shoesonline.com.au](mailto:raw@shoesonline.com.au) or contact Shoes Online (Within Australia) 1300 797 579 or (International) 61 398333 333

Return / Exchange requests MUST be made within 3 days of taking delivery.

Returns / Exchanges WILL NOT be accepted without an RA Number and any item received without an RA Number supplied by Shoes Online will be returned to sender.

## Shoes Online Return & Exchange Terms and Conditions:

Shoes Online will only accept Returns for items that are still in resalable condition.

- The Shoes or Boots must be unmarked or damaged in any way **including the sole**.
- The Shoes or Boots must be returned in the original packaging.
- Items must not be damaged or altered in anyway.
- All Items Purchased within the Discounted Section are non returnable.

**A restocking fee of 15% applies to ALL returned Items.**

Please fill in the below details to obtain a Refund or Exchange and send it back with your item to Buy it all Online, P.O.Box 4220 Burwood East, Melbourne, Victoria 3151, Australia

Shoes Online RA Number

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Name:

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Home Telephone

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Mobile Telephone

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Date of Purchase:

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Style Name:

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Colour & Size:

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Reason for Return:

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Would you like a Refund?

\*Refunds be processed within 14 Days of upon receiving your return.

Or For Exchange

Please exchange my item with :

Style Name:

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Colour & Size :

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\*\*\* Please allow at least 14 days for your exchange item \*\*\*