

SHOE HQ

RETURNS & EXCHANGES

We hope that you love your order, however we are happy to exchange or refund your purchase less the cost of shipping if it is returned in its original condition within 21 days of you receiving it. **Please note that we do not accept returns or exchanges in any of our stores or in Myer.**

ORDER DETAILS

FULL NAME

ORDER NUMBER

NEED HELP?

If you have received an incorrect or faulty item, or have any other queries, please contact our customer service team.

E: hello@shoehq.com.au

W: shoehq.com.au/pages/returns

RETURN ITEM(S)

QTY	STYLE NAME	COLOUR	SIZE	REFUND	EXCHANGE	REASON CODE
.....	<input type="checkbox"/>	<input type="checkbox"/>
.....	<input type="checkbox"/>	<input type="checkbox"/>
.....	<input type="checkbox"/>	<input type="checkbox"/>

EXCHANGE ITEM(S)

QTY	NEW STYLE NAME	NEW COLOUR	NEW SIZE
.....
.....
.....

REASON CODES

- NS:** Not suitable
- LG:** Too large
- SM:** Too small
- DF:** Looks different to website
- F:** Faulty
- WS:** Wrong item sent

HOW TO RETURN OR EXCHANGE YOUR ITEMS

1. RE-PACK ITEMS

Re-package the items to return in original packaging and include this Returns Form. Address parcel to:

**ONLINE RETURNS CENTRE,
112-118 DUNNING AVENUE,
ROSEBERY NSW 2018**

2. CREATE LABEL

Purchase a trackable method of shipping, or visit the Returns section of our website and follow the instructions to purchase an Australia Post flat rate \$13.10 return label. *We recommend sending return parcels via registered post as we are not liable if your return is not received by us.*

3. POST ITEMS

Lodge the return at your local post office. If you have purchased an Aus Post label, you can drop your parcel in a red post box.

4. CONFIRMATION

Once your return has been received, please allow 2-5 business days for it to be processed. You will receive an email confirmation once it is processed and completed.