



RETURNS AND EXCHANGES

Please note, we are not responsible for any cost in returning products to us. Please inspect your product/s as soon as it arrives.

1. Fill in the return form including your order number.
You can find your order number on the tax invoice included with your item.
2. Ship the item back to us. You can use your preferred shipping courier.

Altra Running Australia
11 Corporate Blvd
Bayswater Vic 3153

Please make sure all original tags & packaging are in their original condition. Please do not stick anything to the actual shoe boxes themselves. No stickers or labels are to be attached to shoe boxes.

3. Keep your tracking number and receipt.
4. Please allow 7-10 business days for your return to be received. Once received, our customer service team will be in contact regarding the outcome of your return.
5. If you do not provide a return form, we are unable to process it and will not be liable for your return not being processed correctly.
6. If you have any queries regarding this process or your return, please contact us at info@altrarunning.com.au



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Name:		Date of Sales Invoice:		Order Number: (found on sales invoice)	
Email:		Date Received:		Contact Number:	
Address:					

Product Description	Product Code	Qty	Reason for Return	Exchange or Refund
EXCHANGE DETAILS:				

Reason for Return – 1. Wrong Size, 2. Change of Mind, 3. Wrong fit, 4. Other (explanation needed)

Please allow 7-10 business days for your return to be processed. Once received, our customer service team will be in touch to process your request. If you have any questions, please contact us at info@altrarunning.com.au Note: refund payments will be returned as per original payment method.