

## EXCHANGE & RETURNS GUIDELINES

- Returns should be delivered to our head office or one of our retail stores within 14 days from the date of delivery to qualify for a refund or store credit. Please note that we do not accept drop-offs at our head office.
- The returned merchandise must be in its original condition. Please ensure they are returned in their original shoebox, as the shoebox is considered a part of the product.
- Full Price Items: You can opt for a refund to your original payment method or choose to receive store credit for future purchases.
- Sale Items/Promotional Goods: You're welcome to return "End of Season" sale items or promotional goods, including items from events like "VIP DAY" or "Holiday Specials," for a full refund or an exchange.
- Final Clearance Items: Products marked as "FINAL CLEARANCE" are offered at significantly reduced prices therefore these items can only be returned for store credit or exchanged unless the product is deemed to be faulty, not fit for purpose, or varies from its product description. We kindly urge you to take this into account when making a purchase decision.
- Faulty, Damaged or Incorrect Items: We kindly request you to reach out to our team at [hello@abshoes.co.nz](mailto:hello@abshoes.co.nz). Please include clear images along with a detailed description of the issue to assist us in promptly addressing your concern.

FULL NAME:	
ORDER NUMBER:	
EMAIL ADDRESS:	

EXCHANGE  
(PLEASE FILL OUT NEW SIZE)

REFUND/STORE CREDIT  
(PLEASE READ GUIDELINES)

STYLE NAME	COLOUR	SIZE	REASON CODE	NEW SIZE (EXCHANGE)

REASON CODES  
 1. Wrong Size    2. Fit Issue    3. Change of Mind    4. Incorrectly Described Item  
 4. Faulty Item    5. Received Wrong Item  
 6. Other (Please Specify): \_\_\_\_\_

RETURN ADDRESS: (Please note we do not accept drop offs to our warehouse or office in person)  
 ANDREA BIANI  
 Unit 4 212A MAIN SOUTH ROAD  
 SOCKBURN  
 CHRISTCHURCH 8042

For any issues or queries please visit our Shipping & Returns page at [andreabianishop.co.nz](http://andreabianishop.co.nz) or contact our customer service team at [hello@abshoes.co.nz](mailto:hello@abshoes.co.nz)