

# Collective Canvas

## RETURN / EXCHANGE / RECYCLE FORM

### How to return an item:

If for any reason you're not happy with your new pair of shoes, you can return them by sending them back to us.

From receiving your order you have 14 days for New Zealand and Australian orders, or 31 days for all other countries, to return items, provided you have complied with our Returns Conditions outlined below.

**If returning to be recycled, please just fill out the 'Ordered By/Name' and 'Email Address' below, and write 'RECYCLE' in the 'Refund, Exchange, or Recycle' box below and we'll email your 25% discount code.**



<u>Ordered By / Name</u>	<u>Ordered No.</u>	<u>Email Address</u>

Please fill in the following details so we know how you would like us to process your return:

<u>Product Name</u>	<u>Quantity</u>	<u>Refund, Exchange, or Recycle</u>	<u>Exchange Item Name, Colour &amp; Size</u>	<u>Reason for Return/Exchange</u>

### Return Conditions

- The items must be returned unworn, in their original condition and in their original box. We recommend trying them on a carpeted surface indoors. Please note we cannot accept returns that show visible signs of wear.
- Once we receive your returned parcel, we will inspect and process the items within 48 hours to ensure you receive your refund/exchange as quickly as possible. Please allow up to 5 working days for your bank to process the refund.
- Refunds will automatically be issued to the card used to make the original purchase.
- If for any reason we are unable to fulfill an exchange request, you will automatically be refunded to the card used to make the original purchase.
- Faulty Item?** If you have received an item you believe to be faulty, please contact our customer service team at [info@collectivecanvas.com](mailto:info@collectivecanvas.com) and we'll get back to you ASAP to resolve the issue.

### Please return items to:

**Collective Canvas - Return / Exchange / Recycle (Please write one option here)**  
**Unit A, 6 Percival Gull Place, Māngere, Auckland 2022, New Zealand**