

SHIELS

WEB SALES RETURNS PROCESS:

If you need to return an item purchased online, simply follow the steps outlined below:

1. To return a purchase, simply print out our **RETURNS FORM**, fill it in and ship it with the goods to initiate a return.
2. Please return the item/s in the original packaging (including all boxing, certificates and invoice) to ensure the item arrives back to us in the original condition in which it was sold. All boxing, instructions, receipts and warranties, as applicable, must be included with the return or exchange of a watch. Items must be unworn, undamaged and unaltered.
3. Ship the return package to the following address. We suggest using a registered eParcel through Australia Post

Attn: Web Sales
PO BOX 10040
Gouger Street BC
ADELAIDE SA 5000

SHIELS

RETURNS FORM

DATE OF RETURN:

CUSTOMER NAME:

CONTACT PHONE NUMBER:

EMAIL ADDRESS:

CUSTOMER ORDER NUMBER:

ITEM SKU:

REASON FOR RETURN:

CHANGED MIND

FAULTY

INCORRECT ORDER

WOULD YOU LIKE A:

REPLACEMENT

ONLINE CREDIT

REFUND