

We know that sometimes the items you thought you'd love just don't fit or suit as expected. If you're not completely satisfied with an item you've purchased, we'll gladly accept a return of any item subject to the following conditions:

- the item must be returned within 30 days of purchase with invoice paperwork.
- items must be in original condition, unworn with tags attached.
- items / shoe boxes must be returned in original packaging, wrapped in paper or in a courier bag.
- return your items via a parcel carrier of your choice - we do not cover the cost but do recommend a tracked service and keeping a record until you have received confirmation that it has been processed.
- please try on shoes on soft surfaces inside - we will not accept shoes returned with sole markings.

Order Details:

Name: _____ Invoice Number: MERRELLNZ# _____

Date: _____ Email: _____

Returning Items:

Style Name (eg. Moab Waterproof)	Colour	Size (US)	Qty	Reason	Price Paid

Requesting:

Exchange Refund Other _____

Please complete the below if you are wanting to exchange the above item(s) for others.

Exchange For:

Style Name (eg. Moab Waterproof)	Colour	Size (US)	Qty	Price

If your details are different from purchase, please contact us.

Returning Address:

Merrell NZ
7 Hynds Drive
Rolleston
Christchurch 7614

Contact Us:

E: info@merrellstore.co.nz
P: 0800 63 77 35

Exchange:

Please allow up to 10 working days for an exchange to be processed.

Refunds:

Please allow up to 10 working days for a refund to be processed.
Our refunds are returned to the credit card used to purchase - your card number is not required.