



# RETURNS INFORMATION

We hope you love your new Vivobarefoot shoes! But if you change your mind, you have up to **30 days** from delivery to request a return. Please fill out the returns slip below to get started, and read our T&Cs.



## RETURNS SLIP – FILL OUT AND RETURN WITH YOUR ORDER

Order number <sup>1</sup> : <b>SVB</b> _ _ _ _ <small><sup>1</sup>Located on your order confirmation email</small>	Your name:	Email: @
I'm returning ...	Exchange or refund?	Exchange <sup>2</sup> for ...
Reason for return:		

## ! EBAY CUSTOMERS – PLEASE NOTE

To return an eBay order, please start the 'Return for refund' process in the Purchase History area of your eBay account before returning your order. We are unable to issue refunds unless you open the eBay return request.

<sup>2</sup>Unfortunately, we're unable to exchange eBay orders.



## RETURN POSTAGE

To maintain our super competitive pricing, we're unable to pay for your return postage, but your exchange order will be shipped back to you free of charge.



## 100-DAY CHANGE OF MIND RETURNS: TERMS & CONDITIONS

- This policy applies only to shoes purchased in the past 30 days on the ShoesVB website or ShoesVB eBay store.
- Shoes must be clean and unworn with original tags still attached. We're unable to accept worn, dirty or scuffed shoes for return.
- Please complete the returns slip and place it in the shoebox to include with your return.
- Shoes must be returned in their original branded shoebox. Don't stick any postage labels, sticky tape or other adhesives directly to the shoebox – please wrap it first. The wrapping must protect the box but needn't be fancy. Reuse the original post bag by turning it inside out and covering any existing labels, or use a plastic bag or wrapping you'd otherwise throw out.
- Please keep a copy of your tracking number for your records, as we can't ship exchanges or issue refunds for goods we haven't received.
- Returns must be addressed to: **ShoesVB Returns  
Unit 14/91 Tulip St Cheltenham VIC 3192 Australia**
- Exchanges are available for website orders only. **Unfortunately, at this time, we are unable to exchange eBay orders.** We process exchanges and refunds once the return arrives at our warehouse. We ship to Australia, New Zealand, Canada, the USA, Hong Kong and Singapore only. If there's a price difference in your exchange, we'll contact you to pay this before shipping. The availability of exchange items can't be guaranteed, so please email us to reserve your exchange before you post your return.
- Refunds are issued to the card used to make the original purchase, so please email [info@shoesvb.com](mailto:info@shoesvb.com) to let us know if you no longer have this card.
- We reserve the right to refuse the return of goods not in accordance with our returns policy. We may request that you cover the cost of shipping of such goods back to you.
- Our returns policy doesn't affect your statutory rights. View our full returns policy at <https://shoesvb.com/pages/returns-exchanges>.



## NEED HELP?

Contact Customer Service on [info@shoesvb.com](mailto:info@shoesvb.com). We're available Monday to Friday, 9am to 5pm, Australian Eastern Time, excluding public holidays.