

VIVOBAREFOOT

# RETURNS FORM

We hope you are happy with your purchase but understand you may change your mind, so you can return it for a refund or exchange within 100 days of ordering.

**WITHIN AUSTRALIA:** We offer **FREE** returns within Australia. Please contact the Customer Support team and they will email you a pre-paid return shipping label, so you can return your parcel free of charge.

**OUTSIDE OF AUSTRALIA:** Customers outside of Australia are required to pay return postage but we will reimburse return postage up to the value of \$22 NZD on receipt of goods with a valid postage proof of purchase. Please contact our Customer Support team for more details.

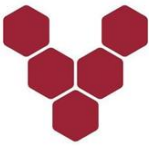
## RETURNS CHECKLIST

To us the branded shoebox is as important as the shoes themselves, therefore we can't accept shoes back for an exchange or refund without the original packaging in saleable condition. **VIVOBAREFOOT Australia & New Zealand** will accept shoes back for an exchange or refund provided that following conditions are met:

1. Unworn and unused with the original tags still attached
2. In the original packaging which must be in the original condition – please do not attach the returns label directly to the shoe box.
3. If you are recycling the original post bag the shoes were sent in, turn the bag inside out or cover/remove any existing delivery or courier labels.

## RETURNS INFORMATION

- We reserve the right to refuse the return of goods which are not sent in accordance with our returns policy and we may request that you pay for the shipping of such goods back to you.
- Any refund will automatically be issued to the card used to make the original purchase.
- If for any reason we are unable to fulfil an exchange request, you will automatically be refunded to the card used to make the original purchase.
- Our returns policy does not affect your statutory rights.
- Please see full policy online at <https://www.vivobarefoot.com/au/customer-services/shipping-and-returns#returns>



**VIVOBAREFOOT**

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Please fill in the following details, enclose this completed returns form and take your return to your nearest post office but don't forget to request and retain proof of postage and tracking information as **VIVOBAREFOOT Australia & New Zealand** cannot issue refunds for items we do not receive.

<b>ORDER NUMBER #AU</b>	<b>CUSTOMER NAME</b>
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<b>PRODUCT NAME</b>	<b>PRODUCT SKU</b>	<b>QTY</b>	<b>REFUND OR EXCHANGE</b> <small>(Exchanges must be of equal or lesser value)</small>	<b>REASON FOR RETURN/EXCHANGE</b> <small>(Choose number from reason list below)</small>

### AFTER POSTING YOUR RETURN

To expedite the return, please email [cs-australia@vivobarefoot.com](mailto:cs-australia@vivobarefoot.com) with your tracking number so we can alert the warehouse of its arrival.

### NEED HELP?

For any assistance with your return or exchange please call our Customer Service Team on **+61 3 9583 2337** or email us at [cs-australia@vivobarefoot.com](mailto:cs-australia@vivobarefoot.com) or visit <https://www.vivobarefoot.com/au/customer-services/shipping-and-returns#returns>

### RETURN REASON CODES

1. WRONG SIZE/DOESN'T SUIT ME
2. CHANGED MY MIND
3. ORDERED MORE THAN ONE
4. DIFFERENT TO ONLINE IMAGE
5. ARRIVED TOO LATE
6. FAULTY/INCORRECT ITEM
7. OTHER (PLEASE SPECIFY)



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RETURNS FORM

# Vivobarefoot Returns

Unit 14/91 Tulip Street

Cheltenham, Victoria, 3192

Australia

SENDER INFORMATION: