

# VIVOBAREFOOT Returns information

Welcome to the tribe! We hope you love your new shoes, but if you change your mind, you can return them for refund or exchange within 100 days of purchase. Just fill out the returns slip below to get started, and read our T&Cs.

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

<b>Order number*:</b> _ _ _ _ _ <small>*Starts with AU or NZ, see order confirmation email</small>	<b>Your name:</b>	<b>Email:</b> @
I'm returning ...	Exchange or refund?	Exchange for ...
Reason for return:		

## RETURN POSTAGE

- **Australia:** We offer **1 FREE prepaid Australia Post return label** per order within Australia. Just contact Customer Service on [cs-australia@vivobarefoot.com](mailto:cs-australia@vivobarefoot.com) and we'll email you the return label for your order. Returned items within the same order should be packed together. If you later decide to return additional items from the same order, you'll need to cover the cost of return postage.
- **New Zealand:** For each returned order, we'll reimburse you up to \$22 NZD for the return shipping cost if you send us proof of postage (such as a photo of the receipt). Please email Customer Service for more info.

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

- This policy applies only to shoes purchased in the past 100 days on the Vivobarefoot Australia and Vivobarefoot New Zealand websites. Please contact your place of purchase for items purchased through third-party stockists.
- 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.
- For each order shipped within Australia, we'll provide a maximum of **1 free prepaid Australia Post return label** if you contact us before posting your return. All returns from the same order should be shipped together, because you'll need to pay postage for any additional returns.
- For orders shipped to New Zealand, we'll reimburse you up to \$22 NZD per returned order if you email us proof of postage cost plus your banking or Paypal details. You'll need to pay for the postage for any additional returns.
- 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: **Vivobarefoot Returns  
Unit 14/91 Tulip St Cheltenham VIC 3192 Australia**
- We process exchanges and refunds once the return arrives at our warehouse. We can ship exchanges to Australia and New Zealand 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 [cs-australia@vivobarefoot.com](mailto:cs-australia@vivobarefoot.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 [vivobarefoot.com/au/customer-services/shipping-and-returns#returns](https://vivobarefoot.com/au/customer-services/shipping-and-returns#returns).

## NEED HELP?

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