

VIVOBAREFOOT

## CUSTOMER RETURNS FORM

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We hope you are happy with your purchase but understand you may change your mind. The returns process will need to be initiated within 30 days from the date the products were shipped to you.

**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.

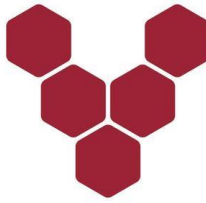
VIVOBAREFOOT AUSTRALIA & NEW ZEALAND will accept shoes back for an exchange or refund provided that following conditions are met:

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.

**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.**

**Our returns policy does not affect your statutory rights.**

**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 cannot issue refunds for items we do not receive.



**VIVOBAREFOOT**

**RETURN CUSTOMER INFORMATION FORM**

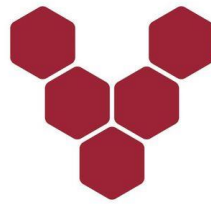
Please fill in the following information and enclose this document with your return. Then pack or wrap your shoe box - to ensure the box doesn't get damaged – and attach the returns label/s to your parcel.

- **Senders Name:** .....
- **Senders Email:** .....
- **Vivobarefoot Order Number: #AU.....**
- **Exchange or Refund (please circle)**
- **Reason for Return:** .....
- **Exchange for (if applicable):** .....

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)



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# **Vivobarefoot Returns**

**Unit 14/91 Tulip Street  
Cheltenham, Victoria, 3192  
Australia**

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 VIVOBAREFOOT  
AUSTRALIA & NEW ZEALAND