

RETURN / EXCHANGE FORM

***Conditions apply, please see bottom of page – Note ALL areas must be completed

Surname _____ First Name _____

Company _____

Address _____

Phone Number: Home (____) _____ Mobile: (____) _____ Work: (____) _____

Invoice / Packing Slip Number _____ (It is critical that you provide us with this reference)

Style _____ Shoe Code _____ Size (USA/UK/EURO) _____

1. **EXCHANGE** returned shoes for the following: Style _____ Code _____ Size _____

My reason for requesting an exchange is (please place comment and tick appropriate box):

Did not like Wrong size Defective Other

2. **REFUND:** returned shoes for the following:

My reason for requesting a refund is:

Did not like Wrong size Defective Other

COMMENTS:

Important

Return the shoes in the shoebox and place inside a plastic bag or protective wrap. Cut out this label and tape to outside of package. Make sure the senders address and phone number is on the return label. *Please do not return box without packaging or this form.*

**To: SoleMate Safety Solutions Pty Ltd
Unit 2, 50 Success Street
Acacia Ridge, BRISBANE
QUEENSLAND 4110**

Contact: 1800 100 109 / www.solemateaustralia.com.au

FROM:

30-DAY WEAR AND COMPARE SATISFACTION GUARANTEE:

*We make sure every SOLEMATE customer is happy. If you are not 100% satisfied with your shoes, you can return them within 30 days of purchase for an exchange or a full refund of the price of the shoes.
(Conditions below apply).*

1. Socks must be worn when trying on footwear.
2. You must make sure your shoes fit correctly as soon as you receive them and **BEFORE** wearing them outdoors, in the workplace etc. We do not accept returns for reasons of incorrect fit unless the shoes are in an "as new" condition.
3. Please **contact us first** before returning the shoes.
4. **We will be unable to process your refund/exchange request unless this form is completely filled out & inside the box!**
5. Please return shoes **freight prepaid**. We cannot accept freight forward returns. Keep receipts for tracking purposes.
6. For all other returns, the returned shoes must be **clean & dry**.
7. Certain styles of SoleMate footwear are suitable for use as "roofing shoes"; please note walking on roof fixings invalidates the 30-day return guarantee.