

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
PO Box 1033
Archerfield
QUEENSLAND 4108**

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.