

# 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**  
**5 Edmundson Street,**  
**Onekawa, NAPIER**

Contact:

**0800 600 699 / [www.solemate.co.nz](http://www.solemate.co.nz)**

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.