

ONLINE RETURN FORM



FIRST NAME: _____	LAST NAME: _____
PHONE NO: _____	EMAIL: _____
ORDER NUMBER: _____	TODAY'S DATE: _____

Before completing the form please check the following:

<input type="checkbox"/> Returning within 5 days of receiving the order?	<input type="checkbox"/> Item is brand new, unworn and in original condition?	<input type="checkbox"/> All the original packaging is included?
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If all the above boxes are ticked please continue below.

Please list the item/s being returned for a Refund or Exchange - Note that items can only be exchanged for an alternative size in the same style and colour. See www.eccoshoes.co.nz/Shipping-and>Returns for more information.

1. STYLE NUMBER (11 DIGIT NUMBER ON THE RECEIPT OR BOX): _____ SIZE: _____

REASON FOR RETURN:

<input type="checkbox"/> Item not as pictured	<input type="checkbox"/> Wrong size/fit	<input type="checkbox"/> Change of mind	<input type="checkbox"/> Other (please specify below) _____ _____
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ACTION REQUIRED:

<input type="checkbox"/> Refund	<input type="checkbox"/> Exchange (size only) (_____) Size Required
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2. STYLE NUMBER (11 DIGIT NUMBER ON THE RECEIPT OR BOX): _____ SIZE: _____

REASON FOR RETURN:

<input type="checkbox"/> Item not as pictured	<input type="checkbox"/> Wrong size/fit	<input type="checkbox"/> Change of mind	<input type="checkbox"/> Other (please specify below) _____ _____
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ACTION REQUIRED:

<input type="checkbox"/> Refund	<input type="checkbox"/> Exchange (size only) (_____) Size Required
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3. STYLE NUMBER (11 DIGIT NUMBER ON THE RECEIPT OR BOX): _____ SIZE: _____

REASON FOR RETURN:

<input type="checkbox"/> Item not as pictured	<input type="checkbox"/> Wrong size/fit	<input type="checkbox"/> Change of mind	<input type="checkbox"/> Other (please specify below) _____ _____
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ACTION REQUIRED:

<input type="checkbox"/> Refund	<input type="checkbox"/> Exchange (size only) (_____) Size Required
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4. STYLE NUMBER (11 DIGIT NUMBER ON THE RECEIPT OR BOX): _____ SIZE: _____

REASON FOR RETURN:

<input type="checkbox"/> Item not as pictured	<input type="checkbox"/> Wrong size/fit	<input type="checkbox"/> Change of mind	<input type="checkbox"/> Other (please specify below) _____ _____
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ACTION REQUIRED:

<input type="checkbox"/> Refund	<input type="checkbox"/> Exchange (size only) (_____) Size Required
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RETURN INSTRUCTIONS:

- Complete each section of the return form and include with the item/s being returned.
- Place item/s in original packaging - ensure they are neatly placed to avoid damage in transit - then seal securely.
- Use the return label provided and stick to the outside of the package where it is clearly visible.
- To arrange for a free return delivery:
 - Online - go to www.courierpost.co.nz/send/book-a-pick-up/ and click on "book-a-pick-up-by-address" then fill in the required information; OR
 - Phone - 0800 268 743 to arrange collection; OR
 - Post Shop - items can be taken to your nearest Post Shop.
- Please note that we cannot assist with lost and/or unconfirmed return shipments. We provide free return shipping, but all the steps must be followed correctly and it is the customers responsibility to ensure the item reaches its destination. We advise tracking your return to ensure its delivery.
- Once the returned item/s have been received a confirmation email will be sent to you. Please note that refunds will not be processed until we receive the goods.

RETURN CONDITIONS:

- We regret that we cannot exchange or refund items where:
- Goods have been worn;
 - Goods have been damaged after purchase;
 - Goods are not accompanied by the original box and/or packaging, in good condition;
 - Goods are returned outside the specified time frame;
 - Goods were purchased from the clearance page.