

Florsheim

SHOE COMPANY

ONLINE RETURNS FORM

RETURNS POLICY

1. Please complete the form and return this with your item for processing. Items will be accepted for return within 30 days of delivery for refunds or exchange. **If there are issues or concerns with your order**, our Customer Service team can be contacted on internet.orders@florsheim.co.nz or phone 09 373 4507.
2. Please ensure that all items returned are unworn and in original packaging.
3. Please package your return in a postage satchel or box. Please do not stick labels or sticky tape on to the original shoe box. (Shipping costs are the customers responsibility and we do not refund shipping costs.)
4. We recommend using a delivery service that tracks your parcel, as Florsheim will not take responsibility for lost parcels.

Address your return parcel to:

Shop 1, Hotel De Brett Building, 2-4 High Street Auckland New Zealand 1010

CUSTOMER ORDER DETAILS

Name: _____ Order Number: _____

Phone: _____ Email: _____

Shipping Address: _____

PLEASE NOTE

Products that end in 0.90 cents are Clearance Products, which can not be refunded (unless faulty) for change of mind. Exchange is available for Clearance Products that have not been worn and are in their original condition. To view our full Returns Policy visit: www.florsheim.co.nz/shop/shippingReturns.html

ITEMS BEING RETURNED

Style Name	Style Number	Colour	Size	Quantity	*Reason Code

*Reason Codes

1. Too small 2. Too large 3. Faulty 4. Not suitable 5. Other (please specify)

Notes: _____

REFUND

EXCHANGE (please complete below table)

Style Name	Style Number	Colour	Size	Quantity

Please allow 14 business days for your return/exchange to be processed and email confirmation will be received once finalised.
We do not refund shipping costs.

For faulty items, please first contact Customer Service on internet.orders@florsheim.co.nz.