



Our Commitment to You

RETURN & EXCHANGE POLICY

Our Return & Exchange Policies include the rights you have under the Australian Consumer Law and provide you with additional benefits in addition to those rights.

RETURNS FOR EXCHANGES

PURCHASE LOCATION	RETURN LOCATION	PRODUCT EXCHANGE	EXCHANGE FOR GIFT VOUCHER	*RETURN FOR REFUND
In Store	In Store	✓	✓	×

* Refunds will only be provided if the item has a major/manufacturing fault.

There is no exchange on '**Clearance**' or '**Shoe Care**' items (eg. water proofer) unless the item has a major/manufacturing fault.

FOUR FOREMOST CONDITIONS FOR A SUCCESSFUL EXCHANGE:

1. The item is returned within 14 days from the date you purchased / received it.
2. The item is unworn and unwashed with the original tags still attached – we are unable to accept shoes with dirty marks or worn soles
3. The item is returned in the original packaging
4. The proof of purchase is provided (eg. receipt)

We recommend and encourage customers to try products on carpet to ensure that dirt is not collected on the sole.

Faulty/Incorrect Items

We aim to provide you with footwear of the highest standard and quality. If you do receive an item in-store with a major/manufacturing fault, please return the item as soon as possible to our store **with the original receipt**. The item will need to be assessed by a Store Manager and from there, the Store Manager will be able to let you know your options. In some instances, we may need to consult with the supplier or manufacturer to determine if the item is faulty.

If the item is found to be faulty, we will replace the item or refund you the amount paid for the item. Please note that it does not constitute a defect if the item has become of unacceptable quality due to fair wear and tear, misuse, failure to use in accordance with manufacturers' instructions, or failure to take reasonable care.

Footwear will be exchanged or refunded at purchased price.

*** Clearance Sale Items are not returnable for exchanges unless defective.**