

# ONLINE RETURNS

WE'RE NOT HAPPY UNTIL YOU'RE 100% SATISFIED WITH THE FIT OF YOUR NEW SHOES. SO IF THEY'RE ANYTHING SHORT OF PERFECT, SIMPLY SEND THEM BACK OR, BETTER STILL, RETURN THEM TO ANY ONE OF OVER 140 THE ATHLETE'S FOOT STORES NATIONWIDE AND RECEIVE A FREE PERSONALISED FITTING FROM ONE OF OUR QUALIFIED FIT TECHNICIANS.

# 100 DAYS

**RETURNS POLICY**

**FREE SHIPPING  
BOTH WAYS**

THE ATHLETE'S FOOT HAS A 100 DAYS AUSTRALIA WIDE FREE SHIPPING RETURNS POLICY FOR ALL ONLINE PURCHASES, PROVIDED THE RETURNS ARE UNWORN, IN THE STATE YOU RECEIVED THEM, AND IN THE ORIGINAL PACKAGING.

OR IF YOU PREFER, YOU CAN RETURN YOUR ONLINE PURCHASE IN THE ORIGINAL PACKAGING TO ONE OF OUR STORES WITHIN 100 DAYS.

- YOU CAN RETURN YOUR PURCHASE UP TO 100 DAYS FROM DATE OF DISPATCH
- PRODUCTS MUST BE UNWORN, IN THE CONDITION THAT YOU RECEIVED THEM AND IN THE ORIGINAL BOX AND/OR PACKAGING
- AUSTRALIA WIDE RETURN SHIPPING IS ABSOLUTELY FREE

OR

- RETURN TO ANY ONE OF OVER 140 STORES WITH PROOF OF PURCHASE



The  **Athlete's Foot**

[www.theathletesfoot.com.au](http://www.theathletesfoot.com.au)

## TO RETURN, SIMPLY:

1. PACK UP YOUR UNWORN SHOES INTO ITS ORIGINAL SHOE BOX

2. PLACE THE SHOE BOX WITH THE UNWORN SHOES INTO ANOTHER CARTON

3. PLACE THIS COMPLETED RETURN FORM INSIDE OF THE CARTON

4. CLEARLY LABEL THE CARTON WITH THE BELOW REPLY PAID ADDRESS (WITHIN 100 DAYS FOR YOUR FREE RETURN):

**REPLY PAID 85813  
THE ATHLETE'S FOOT  
UNIT 3, 74 HELEN STREET  
SEFTON NSW 2162**

5. CLEARLY MARK THE CARTON WITH YOUR ORDER NUMBER TO ENSURE PROMPT PROCESSING OF YOUR RETURN

6. DROP THE CARTON OFF AT YOUR NEAREST POST OFFICE FOR COLLECTION

7. FOR FASTER RETURNS, LOGIN TO YOUR ACCOUNT AND NOTIFY US OF YOUR REQUEST

FOR ASSISTANCE OR PRODUCT INFORMATION, CALL OUR

**MASTER FIT TECHNICIANS ON  
1300 449 239**

## STEP 1: CUSTOMER INFO

CUSTOMER NAME		DATE
ORDER No.	PHONE	ClubFIT M/SHIP No.
ADDRESS		
SUBURB	STATE	POSTCODE

## STEP 2: RETURN

RETURN CODES: 1 - Size too small 2 - Size too big 3 - Too narrow 4 - Too wide 5 - Fit not as expected 6 - Faulty 7 - Wrong item/colour shipped 8 - Sizes mismatched

EXCHANGE OR  REFUND

RETURN CODE	BRAND	STYLE	COLOUR	SIZE	QTY

EXCHANGE OR  REFUND

RETURN CODE	BRAND	STYLE	COLOUR	SIZE	QTY

TOTAL QUANTITY OF ITEMS RETURNED

## STEP 3: EXCHANGE (FILL THIS OUT ONLY IF YOU HAVE REQUESTED AN EXCHANGE)

BRAND	STYLE	COLOUR	SIZE	QTY

BRAND	STYLE	COLOUR	SIZE	QTY

TOTAL QUANTITY OF ITEMS REORDERED

DISCLAIMER: **EACH ORDER IS ENTITLED TO ONE FREE RETURN ONLY.** ANY SUBSEQUENT RETURN IS TO BE COVERED BY THE CUSTOMER. THE ATHLETE'S FOOT WILL RE-CHARGE YOUR ORIGINAL METHOD OF PAYMENT IF EXTRA PAYMENT IS REQUIRED. IF YOU REQUIRE A PARTIAL OR FULL REFUND, THE ATHLETE'S FOOT WILL REFUND YOUR ORIGINAL METHOD OF PAYMENT. THE ATHLETE'S FOOT DOES NOT TAKE RESPONSIBILITY FOR A RETURN PARCEL UNTIL IT IS DELIVERED. IT IS SUGGESTED THAT YOU REGISTER YOUR PARCEL FROM \$2.60. REGISTERING YOUR PARCEL CAN BE USED AS A FORM OF TRACKING YOUR PARCEL DELIVERY TO THE ATHLETE'S FOOT. RETURN PERIOD IS 100 DAYS FROM THE DATE OF DISPATCH OF YOUR ORDER.