www.bstore.com.au | enquires@bstore.com.au
40 Rogerson Rd, Mt Pleasant, WA 6153
Tel: (08) 9364 7688

Return No

For office use only

IT IS IMPORTANT THAT YOU TEST DRIVE YOUR NEW FOOTWEAR ON A CARPETED SURFACE

SHOE RETURN

Please ensure you have first notified us by email (enquiries@bstore.com.au) or mail of the reasons for your return before returning your purchase.

Customer details

Name:

Address

City

State Postcode

Phone

Mobile

Email

Order No:

Order Date:

Bstore Return Policy:

Bstore is dedicated to providing our customers with quality products. Please choose your product carefully. We do not give refunds if you change your mind. If the product you have ordered does not fit correctly or you have ordered the wrong size or colour, Bstore will exchange them for the correct size and mail them back to you at a cost of $10. Unfortunately we do not exchange shoes that show wear or have been marked in any way. Shoes for return or exchange need to be returned to Bstore within 14 days of purchase.

All products must be returned in their original condition and packaging - that means that they must be in new, unused, and unworn condition. We **CANNOT** accept exchanges that are scuffed, soiled or worn in any way, so please test drive your new footwear on a carpeted surface. All orders **MUST** be returned in the original shoe box, even if the box is a little beaten up. Shoes not in their original box will incur a $5.00 re-boxing fee.

Upon receipt of your returned products, Bstore will happily exchange to the value of the goods purchased, providing the returned goods meet our standard conditions. Any returns should first be advised either via email to mail@bstore.com.au or via mail to our office at 40 Rogerson Rd, Mt Pleasant WA 6153. All returns must be sent prepaid for the full price by a traceable carrier. Please complete and enclose this return form with your shoes.

If your shoes are damaged upon delivery, Bstore will replace them on the condition that written notification of their damage is advised to our Customer Service Centre within three (3) days of receipt of goods. Damaged goods must be returned to Bstore within 14 working days of purchase to be eligible for a refund. Bstore will reimburse you for any postage charges you incur if the product is found to be faulty.

Reason for Return ❒ Too small ❒ Too large ❒ Ordered wrong size/colour ❒ Wrong item shipped

❒ Defective. We sincerely apologise for any inconvenience caused to you by a faulty product purchased from Bstore. Please explain the nature of the fault so we can best correct the situation as fast as possible:

PLU #	Style	Colour	Size	Price

Please select one: ❒ Return for Refund ❒ Exchange

List items wanted in exchange below

PLU #	Style	Colour	Size	Price

Price of original item	$
Less Price of exchange item(s)	$
Plus Postage	$
TOTAL	$
Balance owed to you	$
Balance owed to Bstore	$

POSTAGE: 1 pair - $10.00
2 pair - $20.00
3 or more pairs - $30.00

Bstore will issue you with an electronic credit note

Please fill out the credit card details above and sign the authorisation below

You are welcome to pay the return postage or balancing owing to Bstore by credit card, cheque or money order. Cheques and money orders should be made out to *Bstore.*

Credit card payment Visa, Mastercard I authorise Bstore to charge my above credit card for $_____

Credit Card Number **Signature**

/ / /

Authorisation No
(the last 3 numbers on the back of your card)

Date

PLEASE RETURN THIS FORM along with your exchange/return to **Bstore,** 40 Rogerson Rd, Mt Pleasant WA 6153. We strongly encourage you to send your shoes by Express Post as it can be traced by you if lost on the way to Bstore.