Bstore Exchange Form

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

Please fill out this form carefully, as any mistakes may delay the return of your shoes.

This form may be re-printed by following the 'exchanges' link from the homepage of our website.

Your details

Name:

Address:

Suburb:

State: Postcode:

Mobile:

Email:

Order No:

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. **Unfortunately we cannot exchange shoes that show wear or have been marked in any way.** 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 for a return fee of $10. **Bstore will exchange shoes for any of the reasons above for up to 365 days from the date 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 (where applicable) 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 or provide you with a credit note for future use. Any returns should first be advised either via email to enquiries@bstore.com.au to expedite your exchange. All returns must be sent prepaid for the full price by a traceable carrier. Please complete and enclose this return form with your shoes. **Please check on our website that the shoes you wish to exchange for are in stock on our website.** We can investigate special ordering in a size for exchange, however for reduced price items (where available) the difference between the sale price and the full price will need to be paid.

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 seven (7) days of receipt of goods. Bstore will reimburse you for express post satchel 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. So that we can correct the situation as fast as possible, please contact us directly on 1300 818 849 or enquiries@bstore.com.au with as much information as you can provide.

PLU #	Return Style Name	Colour	Size	Price

Please select one: ❒ Return Credit Note ❒ Exchange

List items wanted in exchange below ***(please make sure these items are in stock on our website)***

PLU #

	Exchange Style Name	Colour	Size	Price

Price of original item	$	**Return Fee:** 1 pair - $10.00; 2 pairs - $15.00; 3 or more pairs - $20.00
Less Price of exchange item(s)	$	
Plus Return Fee	$	
TOTAL	$	
Credit Note owed to you	$	
Balance owed to Bstore	$	Bstore will issue you with an electronic credit note
Credit card payment		Please fill out the credit card details and sign the authorisation below

Credit Card Number	Visa, Mastercard	I authorise Bstore to charge my above credit card for $_____
/ / /		**Signature**
Authorisation No (the last 3 numbers on the back of your card)	Expiry Date:	**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 or Registered Post as it can be traced by you if lost on the way to Bstore.