

HOW TO RETURN AN ITEM PURCHASED USING AFTERPAY:

If for any reason you're not happy with any of the items in your AfterPay package, you can return them to your nearest store or by sending them back to our Distribution Centre.

From receipt of your order you have 14 days for Australian and New Zealand orders, or 31 days for all other countries, to return items with proof of purchase provided you have complied with our returns policy.

SEE OUR RETURNS POLICY AT www.merchant1948.co.nz

Please fill in the following details so that we know how you would like us to process your return

ORDERED BY:	ORDER NUMBER:	EMAIL ADDRESS:

PRODUCT NAME:	QUANTITY:	REFUND:	REASON FOR RETURN i.e. change of mind, doesn't fit etc:

- **RETURNING INSTORE:** You can bring an item that you have purchased using AfterPay in to one of our stores where we will refund you the amount you have paid to date. Please take with you your order confirmation, dispatch notice or invoice along with the items you wish to refund. Please note, AfterPay orders can only be returned for a refund, not an exchange.
- The items must be returned unworn and in their original condition and original shoe boxes. Please note, care products are a final sale and cannot be returned.
- **RETURNING VIA OUR DISTRIBUTION CENTRE:** Please note, AfterPay orders can only be returned for a refund, not an exchange.
- It can take up to 14 days for us to receive your return depending on your location and which postal service you use. We recommend you send your return parcel on a tracked service as all returns remain the responsibility of the customer until received by our Distribution Centre.
- Once we receive your returned parcel, we will inspect and process the items within 48 hours to ensure you receive your refund as quickly as possible. Please allow up to 5 working days for your bank to process the refund. In all cases, the items must be returned unworn and in their original condition and original shoe boxes. Any item in unsuitable condition will be sent back to you. Please note, care products are a final sale and cannot be returned.
- Any refund will automatically be issued to the card used to make the original purchase.
- Please note, if your order has been monogrammed, you cannot return the item unless it is faulty.
- **FAULTY ITEM?** [f you have received an item you believe to be faulty, please contact our customer service team on merchantinfo@overlandfootwear.co.nz or 0800 683 752 or +64 9 524 51 (during New Zealand business hours) so that we can resolve the issue for you.

Please return your items and this returns note to:

ATTN WEBSHOP, MERCHANT1948 , PO BOX 73028
AUCKLAND AIRPORT 2022, NEW ZEALAND