

RETURNSFORM

NAME: _____

EMAIL: _____

ORDER DATE: _____

ORDER NUMBER: _____

ITEM CODE	ITEM DESCRIPTION	SIZE	QUANTITY	REFUND REASON CODE

Refund Reason Codes

B - Too Big
S - Too small

F - Not what I expected

C - Not the colour I expected

X - Didn't like it

O - Other

W - Wrong item delivered

D - Defective / faulty

If you would like to exchange your order, please specify what you would like instead here:

ITEM CODE	ITEM DESCRIPTION	SIZE	QUANTITY

Our Returns and Exchanges Policy

If you have changed your mind on a purchase we will exchange your item or provide a refund or an online credit, provided that the below points are valid:

- Items must be unworn and unused with the original tags still attached.
- Products must be returned within 21 days of delivery.
- Items must be in the original packaging, which must be in original condition. This includes branded shoes boxes.
- The item was originally purchased online

Please note sale items can be returned for exchange only. If the size you wish to exchange for is not available you will be provided with an online credit (which can only be used online).

Please send all returns to :

STIRLINGWOMEN – Online Returns
Stirling Sports, Shop MN07
21 Cavendish Drive
Manukau, Auckland 2104

We encourage you to return your parcel via registered or traceable postal services as all returned parcels remain the responsibility of the purchaser until received by Stirling Women. Please note return postage costs will be at your own expense.

If you recieved an item you believe to be faulty, please contact our customer service team on online@stirlingwomen.co.nz or 03 366 3535 (during business hours) so we can resolve the issue for you.

Any full priced item that is returned for a refund, will be processed onto the original method of payment. Shipping will be deducted from this amount. Refunds are processed upon receipt of returned goods but please be aware it can take up to 1-3 business days for the refund to appear in your account after it has been processed by our returns team.

STIRLING WOMEN