

STIRLINGWOMEN

ONLINE RETURNS & EXCHANGES FORM

ORDERED BY:

ORDER NUMBER:

ORDER DATE:

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PRODUCT CODE: **DESCRIPTION & SIZE:** **QTY:** **REASON:** **REFUND/EXCHANGE:** **EXCHANGE ITEM: CODE, COLOUR & SIZE:**
(PLEASE CIRCLE) (MUST BE OF SAME OR LESSER VALUE)

| PRODUCT CODE | DESCRIPTION & SIZE | QTY | REASON | REFUND/EXCHANGE (PLEASE CIRCLE) | EXCHANGE ITEM: CODE, COLOUR & SIZE (MUST BE OF SAME OR LESSER VALUE) |
|--------------|--------------------|-----|--------|------------------------------------|---|
| | | | | Refund / Exchange | |
| | | | | Refund / Exchange | |
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| | | | | Refund / Exchange | |

Please note that this is subject to stock availability. If your chosen item is unavailable, we will issue you with a refund/online credit.

REASON CODES

1 - Incorrect Size 2 - Not as expected 3 - Faulty 4 - Other _____

ONLINE RETURNS & 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 30 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 we do not accept and process refunds on sale items, as stated in our online returns/exchanges policy. Only full priced items are eligible for refund.

Please send all returns to:

STIRLINGWOMEN Online Returns Warehouse
7A Echelon Place
East Tamaki
Auckland 2013

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 STIRLINGWOMEN. Please note return postage costs will be at your own expense.

If you wish to take your return into a store, please note online orders can only be returned to STIRLINGWOMEN stores and will not be accepted at Stirling Sports stores. Proof of purchase must be provided along with a completed Returns & Exchanges form.

For further enquiries please contact us on **03 366 3535** or **online@stirlingwomen.co.nz**

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EXTRA NOTES: _____

