

ONLINE RETURNS

We're not happy until you're 100% satisfied with your purchase so if it's anything short of perfect, simply send it back.

Merrell Australia has a 30 day Australia wide free shipping returns policy for all online purchases provided the returns are unworn, in the condition you received them in and in the original packaging.

- * You can return your purchase up to 30 days from date of dispatch
- * Products must be unworn, in the condition that you received them and in the original box and/or packaging which must be unmarked and also in its original condition
- * Australia wide return shipping is absolutely free

Your details:

Order Reference Number: _____
Name: _____
Address: _____
City/State/Post Code: _____
Email address: _____
Contact Phone Number: _____


Please indicate the items you would like to return:

Quantity ordered	Quantity to be returned	Style Code	Description	Size

To return or simply:

1. Call our friendly customer service team on **1800 954 510**
2. The customer service team will provide you with a **RETURN REFERENCE NUMBER**
3. Pack up your unworn shoes or items into their original shoe box or packaging (please ensure the original packaging is in the original condition and unmarked)
4. Place the original shoe box or packaging into another satchel or carton
5. Place this completed return form inside the parcel
6. Clearly write your **RETURN REFERENCE NUMBER** in the below address field **
7. Cut off the below address label and apply it to your parcel (including the return reference)
8. Drop the parcel at your nearest post office for collection. **Please refer to recommendations in below disclaimer.**
9. Once received by Merrell Australia your return will be processed within 3 working days.

Disclaimer: Each order is entitled to one free return only. Any subsequent return is to be covered by the customer. Merrell Australia will re-charge your original method of payment if extra payment is required. If you require a partial or full refund Merrell Australia will refund your original method of payment. Merrell Australia does not take responsibility for a return parcel until it is delivered. It is recommended that you register your parcel from \$2.60 with Australia Post. Registering your parcel can be used as a form of tracking your parcel delivery to Merrell Australia. Return period is 30 days from the date of dispatch of your order.

CUT RETURN ADDRESS HERE 

Reply Paid 85813
Return Reference Number: **
Merrell Australia
34 Yarrunga St
Prestons NSW 2170