

# Returns Form

**Famous**  
FOOTWEAR

## RETURNING SHOES FOR AN EXCHANGE

Step 1- Ensure your items are in original condition and you have the original box and your purchase is within one month from the date shown on invoice to allow for postage time.

Step 2- If you do not live near a Famous Footwear store, or your local store does not have the style, colour or size you require you can email [online@famousfootwear.com.au](mailto:online@famousfootwear.com.au) with your order number to check availability of the shoes you wish to exchange for. If this step is missed we cannot guarantee we will have your requested size to exchange. Items held by us for exchange will be held for 10 days.

Step 3- Once we confirm your requested exchange (style/size/colour) has been put on hold for you, you can then package your return making sure to include your original receipt and this form and post your return to:

[famousfootwear.com.au](http://famousfootwear.com.au)  
Attention: Online Returns Team  
8 Mercantile Court, Molendinar,  
QLD 4214 Australia

Please ensure you keep note of the tracking information of this parcel. You are responsible for the parcel until it is received with our returns team. Famous Footwear is not responsible for any articles lost or damaged in transit. Upon receiving your return we will process your exchange and email you to let you know it has been processed. You will then receive an email with your receipt and a third email with your tracking information once your parcel has been dispatched.

## RETURNING SHOES FOR A REFUND

Step 1- Ensure your items are in original condition and you have the original box and your purchase is well within one month from the date shown on invoice to allow for postage time (if you are returning via post).

Step 2- You are able to take your purchase in store within a month on the date of the invoice for a refund. Customers who have purchased via PayPal will not be able to receive a refund in store. If you do not live near a Famous Footwear store, or you paid via PayPal you can post your return to:

[famousfootwear.com.au](http://famousfootwear.com.au)  
Attention: Online Returns Team  
8 Mercantile Crt, Molendinar,  
QLD 4214 Australia

Please ensure you keep note of the tracking information of this parcel. You are responsible for the parcel until it is received with our returns team. Famous Footwear is not responsible for any articles lost or damaged in transit. Upon receiving your return we will process your return and email you to let you know it has been processed.

Cut off below address label and attach to your return parcel.



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FAMOUS FOOTWEAR  
ATTN: ONLINE RETURNS TEAM  
8 MERCANTILE COURT  
MOLENDINAR  
QLD 4214 AUSTRALIA

Order Number: W \_\_\_\_\_

Order Name: \_\_\_\_\_

### SHOES I AM RETURNING

STYLE NAME	COLOUR	SIZE	QTY

REASON FOR RETURN  
(Please tick all that apply)

- |   |   |
|---|---|
| <input type="checkbox"/> Did not fit right.         | <input type="checkbox"/> Arrived too late   |
| <input type="checkbox"/> Ordered more than one size | <input type="checkbox"/> Looks different to image on site   |
| <input type="checkbox"/> Doesn't suit.              | <input type="checkbox"/> Faulty (Please contact <b>online@famousfootwear.com.au</b> before posting a faulty return) |

### SHOES I AM REQUESTING FOR AN EXCHANGE

STYLE NAME	COLOUR	SIZE	QTY