

# RETURNS

Not satisfied with your order? No worries, we have 14 day free returns!



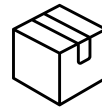
Within 14 days  
receipt



Proof of purchase  
available



Item(s) in original  
condition with  
tags intact



Item(s) in original  
shoe box or  
packaging

## FREE RETURNS TO STORE

If for any reason you're not happy with any of the items in your order, you can return them to your **nearest store**.  
Find your nearest store at [merchant1948.co.nz/storelocator](http://merchant1948.co.nz/storelocator)

## RETURN VIA POST



### STEP 1

Fill out the form  
below.



### STEP 2

Package the item(s) and  
returns form and address it  
to the below address.



### STEP 3

Post the item(s) back to us  
via your preferred shipping  
method.



### STEP 4

Once received, we'll process  
your refund/exchange within  
2 working days.

POST RETURNS TO: MERCHANT 1948 ATTN WEBSHOP, UNIT A, FLEX DEVELOPMENT,  
6 PERCIVAL GULL PLACE, AUCKLAND AIRPORT, 2022, NEW ZEALAND

ORDER NUMBER: \_\_\_\_\_ EMAIL ADDRESS: \_\_\_\_\_

PRODUCT NAME:	QUANTITY:	REFUND OR EXCHANGE?	EXCHANGE ITEM NAME, COLOUR & SIZE: (exchanges must be of equal or lesser value):	REASON FOR RETURN: change of mind, doesn't fit etc:

See our full returns policy at [www.merchant1948.com/help/shipping-returns](http://www.merchant1948.com/help/shipping-returns).

**AFTERPAY ORDERS:** Can only be returned for a refund, not an exchange. You will be refunded the amount already paid, with any future payments being adjusted or cancelled.

• 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 sending your parcel on a tracked service. All returns remain the responsibility of the customer until received by our Distribution Centre.

• Please note, care products are a final sale and cannot be returned.

• All refunds are processed via the original method of payment and will be processed within 2 working days of receipt of your order. Please allow up to 5 working days for your bank to process the refund.

• **FAULTY ITEM?** If you have received an item you believe to be faulty, please contact our team on [merchantaus@overlandfootwear.co.nz](mailto:merchantaus@overlandfootwear.co.nz) or 1800 156 833 (during New Zealand business hours) so that we can resolve the issue for you.

**MERCHANT**  
EST. 1948