



# CONGRATS & WELCOME TO THE ROSSI TRIBE

We hope you love your new boots!

We know a good fit is the key to unbeatable comfort and let's face it, sometimes you just change your mind!

So, if you need to return your boots, it's cool with us, just follow the instructions below.

## TS & CS

**RETURNS** - Refunds will be processed via your original payment method and will be confirmed via email. Please allow 5-7 working days for this to occur. Please note there are no returns on care products and shipping charges are non-refundable.

If you'd like to exchange your boots, we'll refund your original purchase once your boots are back at our warehouse. Then, you can jump online and purchase the pair you're after.

**RETURN SHIPPING** - Visit the Shipping & Returns page at the foot of our website to generate your FREE returns label through our Australia Post portal. Please note if you do not use the portal, the return shipping will be at your cost.

**CONDITIONS** - We offer FREE shipping on all returns within Australia. Items must arrive back at the warehouse within 30 days of purchase, unworn, in their original condition with the original packaging intact and this completed form enclosed. If no returns form is included, Rossi Boots is not responsible for any issues or delays processing your return.

**'LAST PAIRS'** - 'Last Pairs' are discontinued styles. Please note there are no returns on Last Pairs. 12 month manufacturer's warranty still applies.

**SUSPECTED FAULTS** - If your boots haven't arrived quite like they should, please contact us via email with a couple snaps of the fault in question.

Only items purchased from rossiboats.com.au can be returned directly to Rossi Boots HQ for a refund. If you've purchased your boots from one of our many stockists, you'll need to get in touch with them directly.

## RETURNS PROCESS

Please read the Ts & Cs above carefully to check your boots are good to go before sending them back to us.

Complete this form and pop it inside the box with the unworn boots and/or accessories inside.

Then, print your FREE returns label from the Australia Post Returns portal on our website, follow the instructions and send the parcel back to us at Rossi HQ!

CUSTOMER NAME

ORDER NUMBER

DATE POSTED

ITEM	SIZE	PRICE	REASON FOR RETURN
eg.340	6.5	\$169	Too small

AUSTRALIA ONLY

Please turn over for returns outside Australia