



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.

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

RETURN SHIPPING - To return your boots, please use a courier of your choice to ship the boots back to Rossi HQ (address below). We'd recommend using a trackable service as Rossi Boots are not liable for any returned items lost in transit.

Customers are responsible for all return shipping arrangements and associated costs.

Rossi Boots will provide you with a full refund including your original \$12 shipping fee.

CONDITIONS - Items must arrive back at the warehouse within 30 days of purchase, unworn, in their original condition with the original packaging intact (do not adhere tape or labels directly to the box) and a completed Rossi Boots returns 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 rossiboosts.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, use a courier of your choice to send the parcel back to us! We'll be in touch to confirm your full refund (including your original \$12 shipping fee) once your boots arrive back at Rossi HQ.

CUSTOMER NAME

ORDER NUMBER

DATE POSTED

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

AUSTRALIA ONLY