

RETURNS / REFUND POLICY

If you wish to return your purchase you are more than welcome to at your own expense for a:

- Exchange to another size (subject to availability)
- Online credit which has no expiry to use for your next purchase
- Refund of your original payment method

Returns will only be accepted if they are in original condition packaged as they were received, with all shoe stuffing and paper in good condition. Shoes must not be worn and they must be returned in the shoebox – Our shoebox is not be marked in any way or your return will not be accepted.

Please send your return to Borich 2/32 Gramham Road, Clayton VIC 3168 with a complete return form, returns will not be processed if the form is not complete. We suggest sending your return back with tracking as we are not responsible for any returns that are not received.

Please return your shoes within 14 days of receiving your order, if this time period has passed email info@borich.com.au prior to sending them back. Your return will be processed within 4 business days of receipt and you will be notified via email once your request is complete.

We are not able to hold items for exchanges, to avoid disappointment you are welcome to place an order for your desired item and note on your returns form the new order number, we will then refund your original purchase.

If you believe your item is faulty please email info@borich.com.au prior to sending them back, as a different procedure applies.

NAME: _____

ORDER NO: _____

Please complete all columns			Please tick one	
Style Name	COLOUR	SIZE	Exchange Size	REFUND
Reason for return/other information:				