



1847450-000



ONLINE RETURNS FORM

Order Number:

N	A								
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**Required*

We are committed to your 100% satisfaction and guarantee it! If you are not satisfied with your purchase, simply return it for a hassle-free refund.

- Item(s) must be unworn, in new condition with original box or packaging and tags.
- Return items(s) within 30 days of receiving your order for a hassle-free refund.
- Parcel(s) returned from a location within Australia will be eligible for a free returns label.

Name: _____ Contact Number: _____

Address: _____

Suburb/State/Postcode: _____

**Required*

REASON CODE: 1. TOO SMALL 2. TOO BIG 3. CHANGE OF MIND 4. INCORRECT ITEM 5. FAULTY 6. OTHER				
QTY	SKU / STYLE CODE	COLOUR	SIZE & WIDTH	REASON CODE

**Required*

RETURN LABEL AND POSTING:

1. Visit https://return.auspost.com.au/NEW_BALANCE
2. Enter your order number in the order number field eg. NA2037108 and complete the blanks to print your complementary return label.
3. Include your NB Online Returns Form in your parcel and take to your local post office within 30 days of receiving your order.

*** Please allow 5-10 business days after receipt of your package for us to process your refund and for the credit to reflect on your account statement.**

EXCHANGES:

- **Need help finding a new size, color or product?**
We recommend placing a new online order for a replacement item. Our stock levels change often and select sizes and colors may sell out quickly.
- **Need to exchange an item that was given as a gift?**
Please contact customer care and we will be able to assist in placing a new order for the item that you want for the same purchase price on 03 9582 5582 or email nbweb.cservice@newbalance.com

For more information on our returns policy, please visit our website, call customer care on 03 9582 5582 or email nbweb.cservice@newbalance.com