



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://returns.auspost.com.au/new-balance-australia-pty-ltd>
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 & IN-STORE RETURNS:

- If you wish to exchange an item for a different size, style or colour, please follow the returns process and initiate a new and separate order online. Alternatively, exchange at any of our New Balance stores nationwide or call 03 9582 5582 to place another order.
- We accept returns and exchanges at any one of our New Balance stand alone stores nationwide. If you would prefer to return your purchase to a store, please show your order confirmation email and ensure all items are in an original, un-worn condition with packaging and tags. To avoid disappointment, it is best to check with the store first to make sure that your exchange item is available.

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