

# PAULCARROLL

FOOTWEAR WITH A DIFFERENCE

## THANK YOU FOR YOUR PURCHASE

Thank you for shopping at Paul Carroll, we hope you love your new purchase! If, for any reason, you wish to return an item bought online, we are happy to provide a credit note, refund or exchange.

**A reminder we are unable to provide refunds on purchases made using Afterpay**

To be eligible for an exchange, credit or refund your item must be:

- Returned within 60 days (if the order was placed after the 1st of August 2020)
- Unworn and in original condition
- With all tags still attached and box undamaged

To view our full returns policy please visit [www.paulcarroll.com.au/exchange-and-refund](http://www.paulcarroll.com.au/exchange-and-refund)

**\*Note - Returns in damaged boxes will incur a \$15 repackaging fee.**

If you would like to exchange your purchase for another item, we strongly suggest buying the item you love now and returning your previous purchase for a refund. This will ensure you don't miss out on the style you love. Unfortunately, we are unable to hold shoes for exchanges and items can unexpectedly sell out, especially during promotional periods.

To make a return visit [www.paulcarroll.com.au/exchange-and-refund](http://www.paulcarroll.com.au/exchange-and-refund) and follow the steps. We offer a flat rate return post label through Australia Post for \$12.20 available for all items delivered within Australia. To generate yours, please visit the link above.

## EXCHANGE/ RETURN FORM

Please complete this form and place it in the parcel with your returned items

Customer Name \_\_\_\_\_ Tax Inv # \_\_\_\_\_

Contact Number \_\_\_\_\_ Email address \_\_\_\_\_

I would like a:  Exchange  Online Credit  Refund

Product Name	Colour	Size

Have a question? Contact our friendly customer care line on 1300 762 288 between 8am-4pm WST Monday- Friday or at [customercare@paulcarroll.com.au](mailto:customercare@paulcarroll.com.au)

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