

# RETURN/EXCHANGE FORM

You can either:

**Email your Return/Exchange Form to us:**

**Step 1** - Please download and save this file as **WEB RETURN - 'YOUR NAME'**.

~~\*Please note, you must save and rename the file before entering the details on the form below. Step 2 - Complete the required information and simply email it to us at [hello@ultrashoes.co.nz](mailto:hello@ultrashoes.co.nz) with 'WEB RETURN' as the subject line.~~

Or

**Print your Return/Exchange Form:**

Simply print this form off, complete and send it back with the items you are returning to us.

**Please note** - We have a 30 day returns policy for all full-price goods and a 14 day returns policy for all sale goods. Products must be in an unworn condition and in their original packaging. We recommend using a trackable postage service, as we cannot be held responsible for any items lost in transit. For our full returns policy, please refer to our website [ultrashoes.co.nz](http://ultrashoes.co.nz)

**FULL NAME:**

**ORDER NUMBER:**

**CUSTOMER CODE**

RETURNED STYLE NAME	COLOUR	SIZE	REFUND OR EXCHANGE	EXCHANGE FOR STYLE NAME	COLOUR	SIZE

**REASON FOR RETURN:**

INCORRECT SIZE

FAULT/QUALITY ISSUE

TOO WIDE

CHANGE OF MIND

COLOUR/MATERIAL

TOO NARROW

ANY ADDITIONAL COMMENTS:

**\*PLEASE SHIP ALL ITEMS FOR RETURN/EXCHANGE TO THE ADDRESS BELOW**

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**ULTRA SHOES – WEB RETURNS  
C/O D&R HOLDINGS LTD.  
UNIT 3, 218 WILLIS STREET, TE ARO,  
WELLINGTON 6011**