

# Florsheim

SHOE COMPANY

## ONLINE RETURNS FORM

### HOW TO RETURN AN ITEM:

1. Make sure the items you are returning are in unworn/original condition. All products must arrive back in original condition to be eligible for return. This includes the shoe box or product packaging.

Fill out the form below, with your online order details & request/s.

2. Package up your return, as you received it, with all original packaging intact. DO NOT stick anything to the actual shoe box, including sticky tape or postage labels.

Place your shoe box or product/s into a satchel bag or box.

**\*\*Make sure to use a delivery service with tracking. Florsheim cannot take responsibility for items returned via non-registered delivery.**

Address your return parcel to:

Florsheim South Africa Returns,  
Carlton Centre, Shop 144 Upper level 100, 150 Commissioner Street  
Johannesburg, 2000

### CUSTOMER ORDER DETAILS

Name: \_\_\_\_\_ Order Number: \_\_\_\_\_

Phone: \_\_\_\_\_ Email: \_\_\_\_\_

Shipping Address: \_\_\_\_\_

### ITEMS BEING RETURNED

Style Name	Style Number	Colour	Size	Quantity	*Reason Code

#### \*Reason Codes

1. Too small    2. Too large    3. Faulty    4. Not suitable    5. Other (please specify)

Notes: \_\_\_\_\_

REFUND

EXCHANGE (please complete below table)

Style Name	Style Number	Colour	Size	Quantity

For any questions or enquiries, please contact us on [Rtl.enquiries@florsheim.co.za](mailto:Rtl.enquiries@florsheim.co.za) or phone 011 331 6546.