

Thanks for shopping with EMU Australia.  
We hope you enjoy your new purchase.



EMU Australia®

Your satisfaction is our priority and we hope your order has met your expectations.  
If however, you change your mind for any reason, please let us know within 30 days of purchase.

ORDER NUMBER #:	
RMA NUMBER #:	
NAME:	
ADDRESS:	

STYLE NAME	PRODUCT DESCRIPTION	(PLEASE TICK ONE)		REASON CODE (SEE LIST BELOW)	YOUR REQUESTED REPLACEMENT SIZE (PLEASE STATE US OR UK SIZING)	YOUR REQUESTED REPLACEMENT COLOUR
		EXCHANGE	REFUND			
<b>Rather than paying to return for a refund, why not exchange and EMU will provide a free return label. (Free Exchanges valid on full price items only)</b>						

**EXCHANGES:**

EMU Australia will provide a free exchange if one of the following qualifiers are met:

- i. Swapping a different size in the same style
- ii. Swapping a different colour in the same style
- iii. Returning one style for a refund, having already purchased a different style as a replacement. Proof of purchase (Order Number "UK00 ...") of the newly purchased style must be provided before a free returns label is issued.

To exchange, please contact [onlinesupport\\_uk@emuaustralia.com](mailto:onlinesupport_uk@emuaustralia.com) to request a free returns label.

Please note, free exchanges and returns are only valid on full priced purchases, with no discounts applied.

**REFUNDS**

All costs associated with the return of goods for a refund are the sole responsibility of the consumer. The original shipping costs are not refundable.

**TO EXCHANGE OR RETURN GOODS, PLEASE FOLLOW THESE INSTRUCTIONS:**

- Step 1. Complete your details above. This information can be found on your delivery note.
- Step 2. Tick 'exchange' or 'refund' next to the item and select a reason code for the return. For size and colour exchanges, state the replacement size and colour.
- Step 3. Repackage the product/s in the original EMU Australia packaging, and place into a second cardboard box. We can not accept EMU Australia shoe boxes through the mail.
- Step 4. Place this completed form inside the box with your return.
- Step 5. Address your return to: **EMU Australia - Online Returns  
Bleckmann/EMU  
John Hickstraat 18  
5928 SJ, Venlo,  
Netherlands**

Alternatively, we can provide you with a return label at a cost of £8.00. This cost will be deducted from your refund.

**IMPORTANT INFORMATION**

EMU Australia only offers exchanges and refunds on goods that are in their original condition and have not been worn, damaged, washed or altered. This does not affect your statutory rights.

Please allow 5 working days from when we receive the returned goods for an exchange or refund to be processed. All refunds will be issued in the same form as the original payment.

In some cases it may take up to 7 working days for funds to appear on your bank or credit card statement once we have processed your return dependent on your bank or card issuer.

**Sizing on our box and products is in US sizing. Please be assured that you have been sent the correct size conversion as you selected on our website.**

For customer services, please email us at: [onlinesupport\\_uk@emuaustralia.com](mailto:onlinesupport_uk@emuaustralia.com)

**REASON CODES FOR EXCHANGE OR REFUND**

1. The item is too big
2. The item is too small
3. The item looked different on the website
4. I don't like the fabric
5. I don't like the colour
6. I ordered more than one size
7. The item arrived defective (describe below)