

ONLINE RETURNS FORM

STEP 1 - Please contact us to obtain an RA number.

RA#:	
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STEP 2 - Please fill out the information below

Order Number:	
Name:	
Address:	
Phone:	
Email:	

STEP 4 - Select your original payment method for approved refunds.

- Credit/Debit Card Afterpay
 PayPal ZipPay

Fill out or call through credit card details (Required for return postage)

Name on Card:			
Card Number:			
Expiry Date:	/	CCV #:	
Card Type:			
Signature:			

STEP 3 - Return Items (please note only full-priced items can be refunded, sale items will automatically receive a store credit.)

Style Code	Product Name	Reason for Return	Colour	Size	Refund or Store Credit

Comments:

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STEP 5 - Once this form has been completed please return the form along with your return items to the below address.

holster - Online Returns
6/55 Gateway Drive
Noosaville
QLD, 4566, Australia

RETURNS POLICY

If your shoes are unsuitable or just not quite what you expected and they were purchased via www.holsterfashion.com, please return them to us within 30 days of purchase and we can organise a refund or store credit in accordance with the below options.

Full priced items: Items sold at regular retail price may be returned for a refund or store credit valid for 12 months.

Sale items: Sale or discounted items (including full-priced items discounted by a coupon) are non-refundable and will automatically receive an online store credit linked to your email address, valid for 12 months.

Gift Cards/Store Credits: Gift cards and Store Credits are non-refundable and not redeemable for cash.

To get started, simply follow the steps below and we'll have you smiling in no time.

1. Obtain an RA (return authorisation) number by calling holster on +61 7 5449 0232, emailing us at customer.service@holsterfashion.com or grabbing us on Live Chat online at www.holsterfashion.com.
2. Complete this form and enclose with your return. The item(s) must be unworn, unwashed, unused, in original condition and its original packaging with all labels/tags attached.
3. Enclose boxed items in a satchel for protection – stickers or other material stuck to the outside of the shoe box may result in your return being refused.
4. Please return to us using a traceable postage or courier service as holster is not liable for the loss of the item being returned.

Once received by holster please allow 7-10 working days for your refund or store credit to be processed.

SHIPPING AND EXTRA CHARGES

When returning goods to holster, postage must be paid by the customer.

If your returned item is confirmed by our warranty team as damaged or defective and inside warranty (see more details below) or if we shipped you the incorrect items, we will gladly refund you for all return shipping costs – please be sure to include the postage receipt with your return in this instance.

We do not credit domestic or international freight, customs and duties paid on your order for non-warranty returns.

WARRANTY

Holster warrants to the original purchaser that the product will be free from defects in materials and/or workmanship for a period of three (3) months.

The warranty period commences on the date of purchase from holster or the authorised retailer. For any warranty claims, the original purchase receipt must be returned with your claim to the retailer you purchased from. This proof of purchase is mandatory for any warranty issues.

Warranty does not cover damage caused by accident, improper care, negligence, normal wear and tear or the natural breakdown of colours and materials over extended time and use.

Should you receive, or wish to place a warranty claim for, a faulty or damaged item, please complete the "Warranty Enquiry" enquiry form on our website or email warranty@holsterfashion.com. We will also require images of your shoes including the sole, top and problem area plus proof of purchase.