

# PAULCARROLL

FOOTWEAR WITH A DIFFERENCE

K L O U D S  
A U S T R A L I A

ARCO PEDICO®  
dress your feet

MEPHISTO® M

## THANK YOU FOR YOUR PURCHASE

Thank you for shopping with the Paul Carroll Group, 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 store credit note, refund or exchange.

**A reminder we are unable to provide refunds on purchases made using Afterpay.  
Please call 1300 762 288 for Afterpay exchanges**

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

- Returned within 30 days
- Unworn and in original condition
- With all tags still attached and box undamaged

**\*Note - Returns in damaged boxes will incur a \$15 repackaging fee.  
Do not tape labels directly on to shoe box.**

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

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 (except Afterpay sales). 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 \$13.10 available for all items delivered within Australia. To generate yours, please visit the link above.

GET SOCIAL



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[@paulcarrollshoes](https://www.instagram.com/paulcarrollshoes)



LIKE US  
[facebook.com/PaulCarrollShoes/](https://facebook.com/PaulCarrollShoes/)

This form is for purchases made online only.  
All purchases made in store must be returned in store. Please ensure you have read our Returns and Exchanges policy before completing your return.

Please complete this form and return all items to:

Paul Carroll  
19 Howe Street  
Osborne Park, Western Australia 6017

**ITEMS AND SHOE BOXES MUST BE RETURNED IN THEIR ORIGINAL CONDITION**

Name: \_\_\_\_\_

Order Date (No older than 30 days): \_\_\_\_\_

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

QTY	RETURNED PRODUCT NAME/S, COLOUR AND SIZE

**Reason for return:**

- Change Of Mind       Too Small       Too Big
- Ordered multiple sizes       Other \_\_\_\_\_

**I am returning my items/s for a:**

- Refund\*       Exchange       Store Credit

\*Please allow up to 3-5 business days processing time from the date your return arrives to us.

QTY	EXCHANGE PRODUCT NAME/S, COLOUR AND 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)

