

Returns & Exchange Policy

If for any reason you're not happy with your purchase, you may return the item(s) within 28 days of receiving the order for a full refund of the merchandise cost. If we have shipped an incorrect or defective item, we will happily refund your postage and despatch the correct item free of charge.

To speed up your Exchange, please enclose a self-addressed prepaid postage bag in with your returned products. We strongly recommend sending your returns via Express or Registered Post. If you do not provide a prepaid postage bag, we will send you an invoice for the cost of postage.

For hygienic reasons, we're unable to offer exchanges or refunds on any opened products. Should the items ordered be unsuitable or an incorrect size, we expect that products will be returned in a saleable condition i.e. unworn, un-washed and in the original packaging. A 50% re-stocking charge will be applied to items returned in an un-saleable condition.

Please allow 10 days from the day you post your return for your account to be credited. Your refund will be credited to your original payment method. Outbound delivery charges are non-refundable.

How to return your items

1. List the item(s) being returned below and tick the reason for the return. Please keep a copy of this form for your records.
2. Package the item/s you wish to return along with this form, your original Shipping form and a self-addressed prepaid postage bag (for Exchange requests)to:

**Returns Department
Active Socks Pty Ltd
PO Box 1302
Fitzroy North Vic 3068**

Your Details

Customer Name: _____

Return Date: ____ / ____ / ____

Email Address: _____

Order Number: _____

Reason for Return/Exchange

- Wrong colour Wrong Size Incorrect item received Poor Quality/Faulty
 OTHER: Please provide details in the **Comments** section below

For an Exchange

Please use the space provided below to tell us which items you're returning for an Exchange.*

Returning		Exchanging for		
Quantity	SKU (refer to Order Packing Slip)	Quantity	Sock Style/Colour	Size

*Please include a self-addressed prepaid postage bag in with your returned items. If a prepaid postage bag is not provided, you will be charged for the cost of the additional postage.

For a Refund

Please use the space below to tell us which items you would like to return for a Refund*.

SKU (refer to Packing Slip)	Return Quantity	Comments We'd appreciate your feedback so we can serve you better in the future

* A refund will be issued for the cost of the merchandise (excluding postal charges)

For more information on Returns & Exchanges please go to www.activesocks.com.au or email us at customerservice@activesocks.com.au