

STILL NEED HELP?

For any other information regarding our online return policy, please contact us via:

PHONE: 1300 138 099

EMAIL: eccoau@ecco.com

POST: ECCO Shoes
C/O - DHL Supply Chain
4 Millner Ave (Dock/Door10)
HORSLEY PARK NSW 2175

ONLINE: au.ecco.com

All items need to be returned to us within 14 days of delivery. Items must be unmarked, have no signs of wear and tear and be returned in their original, undamaged packaging.

WANT TO RETURN SOMETHING?

- 1 TELL US WHY**
COMPLETE THIS RETURN FORM AND PLACE INSIDE THE SHOE BOX.
- 2 PREPARE YOUR BOX**
PLACE THE SHOE BOX INSIDE THE SHIPPING CARTON. AFFIX RETURN LABEL TO OUTSIDE OF CARTON.
- 3 SHIP YOUR BOX**
DROP OFF YOUR CARTON AT YOUR NEAREST AUSTRALIA POST SHOP.



ONLINE RETURN FORM

Thank you for shopping at the ECCO Online store. We hope you love your new purchase. However, if something isn't right, we will sort it out for you as quickly as possible to leave you feeling happy with your experience. Simply fill in the form below:

NAME:				
PURCHASE ORDER NO: ECC-				ORDER NUMBER:
Quantity	Material Number	Size	Reason Code	Return Code Reference
				E01 – Size is too small
				E02 – Size is too large
				E03 – Change of mind
				E04 – Item does not fit correctly
				E05 – Item looks different to image on site
				E06 – Item is defective (please describe below):

				E07 – Incorrect item received