



Dear Charleston Shoe Customer,

Thank you for purchasing the most comfortable, stylish, affordable, & versatile shoes you will ever own! From Cobblestones to Cocktail parties, you can walk in these shoes all day and into the night. We want to make sure that you love your shoes, so if you need to return or exchange them, please follow the below policy and procedure and we'll work to make it right!

Our Return Policy:

Charleston Shoe Company will accept back unworn, unwashed, undamaged or defective merchandise within 30 days of original purchase accompanied by proof of purchase. Return payments will be refunded to the same method of payment used at the original transaction.

Accessories & Clothing Exchange Policy:

Accessories and clothing are eligible for exchange or in-store credit up to 30 days after receipt. Exchanges must be returned unworn and unused with original product tags attached.

Please Note: Trunk Show purchases are eligible for an exchange or store credit only. Any shoe purchased from our **Last Chance** section is a **final sale** and may not be returned.

To make a return please fill out the bottom of this form, enclose with your return and mail to: Customer Service Department
1445 Greenleaf Street - Suite A
Charleston SC 29405.

Return shipping is the responsibility of the customer and we recommend that you insure your package. For any questions, please contact customerservice@charlestonshoeco.com or by calling 1-855-996-SHOE.

**** Please note that Charleston Shoe Company customer service hours of operation are Monday - Friday 9:00 am to 5:00 pm EST. ****

Receipt number: _____

Name: _____

Contact Phone Number: _____

Contact Email: _____

Return item: _____

Return

reason: _____

Exchange for:

Style 1: _____

Style 2: _____

Style 3: _____