



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.*

**Care Instructions:**

Charleston Shoe Co. elastic shoes are hand washable.

When machine washing, we suggest using our SHOE SUDS detergent on a cold, gentle cycle. Please throw in with towels! After machine washing, allow shoes to air dry.

**Our EXCHANGE Policy:**

We want you to be fully satisfied with your purchase from Charleston Shoe Co., therefore, we do allow exchanges within 30 days of delivery for all shipped orders or purchases in shops on UNWORN ITEMS.

**Our REFUND Policy:**

We allow refunds for ONLINE purchases ONLY. No refunds on in-store purchases, trunk show, OR customer service purchases, but we are happy to exchange.

- All refunds must be approved by our Customer Service team. Please email [customerservice@charlestonshoeco.com](mailto:customerservice@charlestonshoeco.com) for any refund requests.
- We are not responsible for any additional shipping charges incurred.
- Please provide your credit card information for exchange shipping costs.
- Exchanges - \$10 flat rate fee

Please exchange to: Customer Service Dept., 1445 Greenleaf Street, Charleston SC. 29405. If you have any questions, contact us at 855.996.7463 or [customerservice@charlestonshoeco.com](mailto:customerservice@charlestonshoeco.com)

Please complete the form below and include with your shipment:

Receipt number: \_\_\_\_\_ Where did you purchase the shoes? \_\_\_\_\_

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

Address: \_\_\_\_\_

City: \_\_\_\_\_ Zip Code: \_\_\_\_\_

Contact #: \_\_\_\_\_ Email: \_\_\_\_\_

Reason for return: \_\_\_\_\_

Exchange for: Style \_\_\_\_\_ Color \_\_\_\_\_ Size \_\_\_\_\_

Credit Card # \_\_\_\_\_ Exp date \_\_\_\_\_ CVV \_\_\_\_\_