



**Thank you for shopping with us! We appreciate your business and want you to be completely satisfied with your purchase. Our customer service representatives are available to assist you Monday to Friday by email or phone.**

**Before wearing your new shoes outside...** Please be sure to try your shoes indoors on a clean, carpeted surface. Make sure that your shoes feel and fit right to help ensure long-lasting enjoyment!

We are proud to offer our **Easy 30 Day Returns**. As long as your items are in their original condition and original packaging you can return them at any time for a full refund or exchange.

**Procedure For Returns**

**All returns should be sent to: Footwear etc. Returns, 1435 Koll Circle, Suite 111, San Jose, CA 95112**

**UPS Return Labels are available online at <https://returns.footwearetc.com>.** Details on using this return label:

**\$9.95 Return Label fee for all Footwear etc. Rewards members. \$12.95 Return Label fee for all non-members.** Return Label fee will be deducted from your return. There is no fee deducted when using your own shipping service. If you use your own shipping method, we recommend using a service that includes tracking and insurance.

**Exchanges** can be done at any of our store locations or via mail. When exchanging in-store, you will save on return shipping fees! (Please note that inventory varies by store.) You can also exchange by way of returning your unwanted item(s) and placing a **new** order online or by phone. In either case, after you have placed your new order, simply **use this form** to send the item(s) you don't want back to us for a refund.

**Important note:** If you are returning a pair of shoes, please do **not** use the shoe box as your primary shipping box. Affixing tape, postage, or an address label to the shoe box will result in a minimum \$10 re-boxing fee per item.

All refunds will be issued to the original payment method within one week of arriving at our warehouse. Please allow up to 10 days for the refund to appear in your account.

Your Information (Please print)		
Web Order Number	First & Last Name	Phone
		(     )     -

Item(s) Being Returned for Refund				
Item #	Description	Color	Size	Quantity

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

Special Instructions or comments: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_