



RETURNING ITEMS

Thank you for your order! At Straight Down we take pride in both the quality of our products and our commitment to customer service. If you are not satisfied with your purchase, we are happy to help make it right.

We can only accept returns from orders placed on straightdown.com. All refunds will be credited to the original method of payment. Original shipping costs are unfortunately non-refundable. Please allow 5-8 business days after your package arrives back in our warehouse for your return to be processed.

Please contact us if the product you ordered is damaged, defective, or different from what you ordered at info@straightdown.com

CONDITIONS FOR RETURNS & EXCHANGES

- A return must be requested within **30 days** of the original order date.
- All items must be **clean, unaltered** and **unworn**.
- Hang tags must be attached, shoes must include original box, any additional shoelaces, and the shoe bag.
- We currently do not offer exchanges, please return item and place a new order for the desired replacement item.
- **Final Sale** items are not eligible for return or refund and will not be compensated if returned.

HOW TO MAKE A RETURN

Simply fill in your name, order number, and reason for the return below then include this form along with the original packing slip with your return shipment. A return shipping label has been provided with your order, please email info@straightdown.com if you need a replacement label.

NAME: **REASON FOR THE RETURN:**

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ORDER #:

If you do not have the original packing slip, please include a note inside the return package with the following information: order number, purchaser’s name, and reason for returning items(s). The order number can be found in your order history on your straightdown.com account, or from your order confirmation email.

To find the FedEx location closest to you, please go to: local.fedex.com

To find the UPS location closest to you, please go to: ups.com/dropoff

Still have questions about returns?

Email our customer service department at info@straightdown.com