

RETURNS & EXCHANGES

We at Shoe Palace want you to be completely satisfied with your purchase. Merchandise bought from www.shoepalace.com may be returned with- in 30 DAYS of your purchase. If you are returning a product, a \$6.99 processing fee will charged. For New Releases and Limit One items the processing fee is \$15.00.

➡ Merchandise must be returned in the same condition as it was delivered to you.

Altered, used, worn, or washed merchandise cannot be returned.

All tags (hang tag, sizing tag, and care tag) must be intact.

All items are inspected by our QA department before authorizing a refund.

➡ Shipping Costs

Original Shipping charges are non-refundable.

You have to pay for the shipping for your return or exchange.

Shoe Palace will refund the shipping costs ONLY if the item shipped is defective.

➡ Fill out the following RMA form for your Return/Exchange

Indicate the Reason of your Return.

Indicate your Order ID#. This can be found on your order receipt.

Put this form with the Return Package and Ship it to our following address:

Return/Exchange Shipping Address:

Attn: SP Online Returns Processing

Shoe Palace Corporation,

755 Jarvis Drive, Morgan Hill, CA 95037

RETURN MERCHANDISE AUTHORIZATION FORM

ORDER NO:

DATE RETURNING:

NAME :

CONTACT PHONE:

EMAIL:

Item SKU	PRODUCT NAME	SIZE	COLOR	PRICE	QTY

CHOOSE:

REFUND:

☐

EXCHANGE:

☐

REASON OF THE RETURN (Please be Specific)

Exchange With the Following :

(Tell us about the item that you want us to Ship to You as an Exchange)

SKU #	PRODUCT NAME	SIZE	COLOR	PRICE	QTY

➡ **RETURN PROCESSING:** Once we receive your return package, we will contact you for any questions and will process your refund/exchange with-in 7-10 business days.

Any Questions?

Give us a call at 1888-772-5223 or Email us at customerservice@shoepalace.com