



RETURN/EXCHANGE INSTRUCTIONS

OrthoFeet will accept your item(s) within 60 days from date of purchase.

- a. To be accepted for return/exchange, items must be in the original purchase condition including the original packaging and all parts and accessories.
- b. To check if the shoes fit, please try the footwear inside on a carpeted surface to avoid wearing marks.
- c. If the returned shoes have visible wear or damage, OrthoFeet will apply a **\$30.00 charge** per pair, which will be reduced from the refund for the returned shoes.
- d. Shoe box must be unmarked and in new condition; otherwise OrthoFeet may apply a re-boxing fee of **\$2.50**.
- e. **Please be sure to keep a copy of your return tracking number for future reference.**

TO PROCESS YOUR EXCHANGE:

1. Enclose a copy of the packing slip or invoice with the returned item(s).
2. Please fill out your exchange information (below), and place form inside the shoe box of the returned item.
3. To print out your prepaid shipping label, please visit www.orthoFeet.com and click on "Customer Service." From there, click on the link "**Click here**" to generate a prepaid label. You will be redirected to a form where you can enter your personal information. Please note that you should enter your order number into the Customer # and Order PO # fields.
4. Once you fill out the form, click on "Process Shipment", print out the prepaid label, and affix to the shipping carton.
5. Follow website instruction regarding where to drop off the package.
Please allow us 15-21 business days to receive and process your exchange. You will receive email confirmation of your exchange, along with a new order number, once processed.

TO PROCESS YOUR RETURN:

1. Enclose a copy of the packing slip or invoice with the returned item(s).
2. To print out your prepaid shipping label, please visit www.orthoFeet.com and click on "Customer Service." From there, click on the link "**Click here**" to generate a free label. You will be redirected to a form where you can enter your personal information. Please note that you should enter your order number into the Customer # and Order PO # fields.
3. Once you fill out the form, click on "Process Shipment", and print out the prepaid label and affix to the outside of your shipping carton.
4. Follow website instruction regarding where to drop off the package.
5. Please allow us 15-21 business days to receive and process your returned merchandise. After your merchandise is accepted for refund, a credit will be issued in the same form of payment as your original purchase.
6. Please fill out reason for the return (below), and place form inside the shoe box of the returned item.

REASON FOR RETURN - Please mark the appropriate box and provide details below:

Order Wrong (describe below) _____ Incorrect Fit (check option on right) _____ 

Quality Issue (describe below) _____ Style Issue (describe below) _____

Other (explain below) _____

Incorrect Fit Reason

Ordered Extra Pair _____

Too Short _____ Too Wide _____

Too Long _____ Too Narrow _____

Heel Slippage _____ Too Loose _____

EXCHANGE REQUEST - Please provide your exchange information below:

New Item Name _____ Color _____

Size _____ Width _____

COMMENTS

Please send all returns to:

OrthoFeet, Inc.
152A Veterans Dr.
Northvale, NJ 07647