



Our passion is felt

Exchange/Return Policy

Thank you for your purchase!

Need to exchange or return your Glerups?

No problem. You may exchange or return your mail order purchase for size, fit, or style reasons 45 days from date of purchase, provided it has not been worn or damaged, treated with any kind of protectant, washed or altered.

Returning your mail order purchase is easy, but first, please try your item on in your home until you are satisfied that it is the correct size for you. If you are unsure whether you have the correct size, please contact us.

For sizing information, please see our sizing charts at glerups.ca. If you have any questions about sizing that our chart does not answer, please contact us toll free at 1-844-446-2995 or please email us at service@glerups.ca.

We are available Monday to Friday 9:00 am to 5:00 pm EST.

Do you still need to exchange or return your Glerups?

You may send back your new, unworn product in its original shipping box to our mail order department and we will ship your requested item back or apply the necessary refund based on your instructions. We do not offer refunds or exchanges on damaged, treated, washed or altered footwear, or footwear that has been worn outside.

Where to send:

Glerups Canada

Consumer Returns
c/o Tin Shack Ltd.
31 Stewart Rd.
Collingwood, ON L9Y 4M7

**Please do not tape directly to the Glerups box.
Please place your boot box inside the box that was sent to you to return, or package in kraft paper.**

What do I include?

With your return, please complete the information on the reverse side of this page. Put this in the box and include it with your shipment to us. This will allow for the most efficient processing of your return request.

Please note that we do not refund the cost of shipping of returned product. The customer is responsible for all shipping and insurance charges when sending product back for any reason. There are no shipping costs for exchanged products being sent back to customers.

We will not accept C.O.D. parcels. These will be refused and returned to sender.

When will my return be processed?

Once we have received and inspected your return, we will process the refund for the value of the product[s] purchased onto your original method of payment. For exchanges, returns will be processed as per the instructions you have included. Please note that we do not refund the cost of shipping.

We'll do everything we can to process your return as quickly as possible. Credits will be applied to your original form of payment, in the amount of the purchase price plus applicable taxes. Processing times vary by season.

Want to talk?

We are available Monday to Friday, from 9:00 am to 5:00 pm EST. Our toll-free number is 1-844-446-2995 or please email us at service@glerups.ca.

Cheers,

Reilly and Sophie
Glerups Canada
Service Specialists



TIN SHACK

Exchange/Return Form

Date: _____

First Name: _____ Last Name: _____

Street Address: _____

City: _____ Province: _____ Postal Code: _____

Daytime Phone: _____ Email: _____

Purchase Confirmation Order#: _____ Date of purchase: _____

Style: _____ Euro Size: _____ Colour: _____

Type of return requested: Exchange Refund

Reason for return:

<input type="checkbox"/> We shipped the incorrect size.	<input type="checkbox"/> We shipped the incorrect style.
<input type="checkbox"/> I ordered the incorrect size.	<input type="checkbox"/> I ordered the incorrect style.
<input type="checkbox"/> I changed my mind.	<input type="checkbox"/> The product is damaged.
<input type="checkbox"/> The product doesn't fit.	
<input type="checkbox"/> Other: _____	

If an exchange is requested:

Please ship me: Style: _____ Euro Size: _____ Colour: _____

If a refund is requested, it will be applied to the original form of payment. If you wish to exchange for a product with a higher cost, an invoice for the cost difference plus applicable taxes will be emailed to you. Once you have accepted and processed the payment, we will ship the new product.

Comments: _____

