

RETURNS & EXCHANGES

We at sofftshoe.com want you to be completely satisfied with your purchase. Enclosed for your convenience is a UPS Return Label. There is no charge for exchanges. If you are returning a product, a \$6.95 processing fee will be deducted from your refund.

1 On the Merchandise Return/Exchange Form indicate whether you wish to receive a refund or an exchange.

- ♦ If returning for an exchange, please specify the style and size.
- ♦ Please indicate the reason for the refund or exchange.
- ♦ Please indicate your Order ID#. This can be found on your order receipt.
- ♦ Please indicate your billing and billing addresses.

2 Place the Merchandise Return/Exchange Form in the box and package up the shoes.

3 Place the UPS return label on the outside of the package after removing the previous delivery label. Drop it off anywhere that you have access to a UPS Driver.

- ♦ Give your package to any UPS Driver who is making a routine pickup or delivery, or drop it off at any Staples or UPS Store. To find another location, visit <http://www.ups.com>.
- ♦ Be sure to put your name and address on the delivery label.
- ♦ Please keep a copy of the tracking number for your records; it begins with 1ZV91.
- ♦ When returning a product, a \$6.95 processing fee will be deducted from your refund.

MERCHANDISE RETURN/EXCHANGE FORM

1. Please let us know your reason(s) for return:

- | | | | | |
|-------------------------------------------------|---------------------------------------------|---------------------------------------------------|--------------------------------------|----------------------------------------------|
| <input type="checkbox"/> Changed mind | <input type="checkbox"/> Wrong item shipped | <input type="checkbox"/> Different than displayed | <input type="checkbox"/> Fits long | <input type="checkbox"/> Defective |
| <input type="checkbox"/> Gift - Do not want | <input type="checkbox"/> Cancelled order | <input type="checkbox"/> Uncomfortable | <input type="checkbox"/> Fits narrow | <input type="checkbox"/> Workmanship |
| <input type="checkbox"/> Did not like | <input type="checkbox"/> Duplicate order | <input type="checkbox"/> Arch support | <input type="checkbox"/> Fits short | <input type="checkbox"/> Quality of material |
| <input type="checkbox"/> Arrived late | <input type="checkbox"/> Damaged in transit | <input type="checkbox"/> Marked/Soiled | <input type="checkbox"/> Fits wide | |
| <input type="checkbox"/> Other (please specify) | | | | |

2. Indicate your Order ID#, billing & shipping address.

Order ID# _____

Billing Address:
 Name: _____
 Address: _____
 City: _____ State: _____ Zip: _____

Shipping Address: Shipping address same as billing address
 Name: _____
 Address: _____
 City: _____ State: _____ Zip: _____

3. Choose return or exchange.

I would like a refund
 OR
 I would like an exchange. Send me:

Item Name: _____
 Stock #: _____ Size: _____
 Price: _____ Color: _____

Any Questions? Give us a call at 888.718.6898
 or Email us – customer@sofftshoe.com

*The cost of shipping an item back to sofftshoe.com is always the responsibility of the customer. (Note: Exceptions to this policy are made for defective items)