



Thank you for shopping with us! We appreciate your business and want you to be completely satisfied with your purchase. Our customer service representatives are available to assist you 7 days a week by email or phone.

Before wearing your new shoes outside... Please be sure to try your shoes indoors on a clean, carpeted surface. Make sure that your shoes feel and fit right to help ensure long-lasting enjoyment!

We are proud to offer our Lifetime Return Policy. As long as your items are in their original condition and original packaging you can return them at any time for a full refund or exchange.

At any time, if anything you purchased from us has become defective, please contact us so we can take care of it for you.

Procedure For Returns

All returns should be sent to: Footwear etc. Returns, 273 N Mathilda Ave, Sunnyvale, CA 94086

Enclosed with your order was most likely a FedEx Prepaid Return Label. If your return includes at least one regular-priced item there is no charge for using our return label. If your return contains only sale items then there is a \$7 return shipping fee that will be deducted from your refund. Bring your package to any FedEx center or FedEx Kinkos Office. You may also visit www.fedex.com/Dropoff/start to find the FedEx drop off location nearest you.

Please be sure to put your shoe box inside of another shipping box, the way it was delivered to you. Using the shoe box as the primary shipping box will result in a \$10 fee. If you use your own shipping method, please be sure to use a service that includes tracking and insurance.

If you need an exchange please place a new order online or by phone. Then, just use this form to return the item(s) you don't want for a refund.

Please allow up to one week for a refund to be processed after it is received back to us. All refunds will be issued to the original payment method. Please allow 1-2 billing cycles for credits to post to your credit card.

Your Information (Please print)

Form with fields for Web Order Number, First & Last Name, and Phone () -

Item(s) Being Returned for Refund

Table with 5 columns: Item #, Description, Color, Size, Quantity

Reason for return: _____

Special Instructions or comments: _____