



# RETURNS & EXCHANGES

We at BornShoes.com want you to be completely satisfied with your purchase. If you are unhappy with your order you may return your purchase within 30 days of shipment for a refund or exchange. Shoes must be in original unworn condition to be accepted for returns/exchange (unless defective). Beyond 30 days, our products are guaranteed against defects and workmanship (at the company's sole and absolute discretion). Enclosed for your convenience is a UPS Return Label. If you are returning a product, a \$6.95 processing fee will be deducted from your refund. There is no charge for exchanges. 'Final Sale' items are not eligible for returns or exchanges.

- 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 shipping addresses.
  - If you are making an exchange, it will be processed as a new order. We will process your return and then charge your credit card for the exchange. In some cases the charge for the exchange may occur before the credit is processed. Please allow your bank 3-5 business days to credit your account.
- 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 1Z V91.
  - When returning a product, a \$6.95 processing fee will be deducted from your refund.
  - Once your return/exchange is received, we will process and notify you via email in 2-3 business days.

## 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 addresses.

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 1-866-979-Born (2676) or Email us – [CustomerCare@BornShoes.com](mailto:CustomerCare@BornShoes.com)**

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