

1-800-720-0572



cs@footwearetc.com

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 Easy 365 Day Returns. 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.

Procedure For Returns

All returns should be sent to: Footwear etc. Returns, 1460 Koll Circle, Suite A, San Jose, CA 95112

For your convenience a UPS Prepaid Return Label is included in your shipment. Here are some details on using it...

Free Return Shipping on all footwear for Footwear etc. Rewards members! Only \$7.95 for everyone else. Not a member? Not a problem! Sign up for free today at www.footwearetc.com/rewards. Returns of only accessories (socks, insoles, handbags, etc.) do not qualify for free returns.

Bring your package to any UPS center, UPS store or hand the package to any UPS driver. You may also visit www.ups.com/dropoff to find the UPS 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.

All refunds will be issued to the original payment method within one week of arriving at our warehouse. Please allow up to 10 days for refund to appear.



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: _____