



RETURNS & EXCHANGES

We at BornShoes.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 \$5.95 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 shipping 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 1Z V91.
 - When returning a product, a \$5.95 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 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 – CustomerService@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)