

Return/Exchange Form

Return Policy

1. Returns must be made within 365 days of purchase and be in original, unworn condition.
2. 50% restocking fee will be applied to all returns requesting a refund. 25% restocking fee applied to all returns requesting an exchange. *(For any reason other than incorrect or faulty manufacture).
3. Please be sure to insure all returned packages. ShoesUSA.com will not be responsible for any lost or stolen returned packages.
4. Please include the Return Product Form and a legible copy of your sales receipt to assure that your return / exchange will be accurately processed.
5. We will not refund / exchange any used, altered, or damaged product.
6. We will refund, exchange, or repair all shoes that were made incorrectly or were found to be defective at no extra charge.

Instructions for Returns

1. Properly box (or bag) the item(s).
2. Mail the item(s) to the following return address. After processing, your refund (minus original shipping) will be issued back to your original payment method within 7 business days.

ShoesUSA Returns
1941 First St.
San Fernando, CA 91340

IF YOU ARE RETURNING TO EXCHANGE YOUR ORDER, PLEASE FILL OUT THE SECTION BELOW AS WELL

I WANT TO EXCHANGE MY ORDER FOR THE FOLLOWING ITEM (i.e. JUNO643):

THE SHOE SIZE THAT I WOULD LIKE (CIRCLE ONE):

4 4½ 5 5½ 6 6½ 7 7½ 8 8½ 9 9½ 10 10½ 11 11½ 12 12½ 13 13½ 14

THE SHOE WIDTH THAT I WOULD LIKE (CIRCLE ONE): NARROW MEDIUM WIDE

SPECIAL ORDER INSTRUCTIONS / COMMENTS (OPTIONAL):

THIS SECTION MUST BE FILLED OUT WHETHER YOU ARE RETURNING FOR A REFUND OR FOR AN EXCHANGE

CUSTOMER NAME:

ORDER NUMBER:

TELEPHONE NUMBER:

EMAIL ADDRESS:

REASON FOR RETURN (PLEASE EXPLAIN):

Once we have processed your Return/Exchange Form, you will receive an email confirmation to verify your request. Please note that once issued, some banks may take as long as a week to process and post the refund to your account.

Customer Signature

Date