



MADE IN U.S.A

RETURNS & EXCHANGES

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 warranted against defects in materials and workmanship. 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.

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 \$6.95 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 1.888.231.9731
or Email us – customercare@walkover.com**

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