

# CAROLINA<sup>®</sup>

**GORCORAN<sup>®</sup> MATTERHORN<sup>®</sup>**

## RETURNS & EXCHANGES

We at CarolinaShoe.com want you to be completely satisfied with your purchase. Shoes may be returned or exchanged in their original unworn condition within 30 days of shipment. **Shoes that shown sign of wear will be returned and will not be issued a refund.**

Enclosed for your convenience is a UPS Return Label. There is no charge for exchanges. If you are returning a product, a \$6.95 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 \$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. Your refund (minus the \$6.95 return fee) will show on your bank statement in 3-5 business days.  
OR

- I would like an EXCHANGE. Please send the following:  
(Note: you will be refunded for the item you return and then charged for the new item when it ships out to you.)

Item Name: \_\_\_\_\_

Stock #: \_\_\_\_\_ Size: \_\_\_\_\_

Price: \_\_\_\_\_ Color: \_\_\_\_\_

**Any Questions? Give us a call at 1-844-488-9836  
or Email us - [CustomerCare@CarolinaShoe.com](mailto:CustomerCare@CarolinaShoe.com)**

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

**Return/Exchange Shipping Address:** Fulfillment Center, 71 Railroad Ave, Dexter, ME 04930