

CAROLINA[®]

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 signs 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**

*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