



www.shoeparlor.com

**Return Address:**

Shoe Parlor Returns  
851 7<sup>th</sup> Avenue  
New York, NY, 10019

## Return & Exchange Form

Shoe Parlor cares about your satisfaction. If you need assistance please email us at [info@shoeparlor.com](mailto:info@shoeparlor.com) or call us toll free at 1-866-446-9259 (M-S 9am-8pm / Sun 10am-6pm EST)

**Refunds must meet these simple requirements:**

- Product must be in unworn condition and only tried on for fit and sizing.
- Item must be return within 30 days upon receiving the item.
- Shoe must be returned with Return Form inside the box.
  - Returns must be properly boxed. A 10% re-boxing fee will apply if original shoe box is damaged / absent.
  - Shoes that show excessive wear will not be refunded and buyer will be responsible for return shipping.
  - \$12.00 re-stocking fee will apply for Munro Shoes.

<b>Order No.</b>	
<b>Name</b>	
<b>Email</b>	
<b>Phone No.</b>	

Refund Method
<input type="checkbox"/> Refund via original payment method
<input type="checkbox"/> Exchange for another item-see exchange section below
<input type="checkbox"/> Store Credit (sent via email)
<input type="checkbox"/> Send replacement and reimburse shipping charges. (Only for incorrectly shipped or defective products.)

I'm Returning			
Brand	Style	Color	Size

**Reason for Return**

Fit and Sizing	Service	Other
<input type="checkbox"/> Too Small	<input type="checkbox"/> Wrong Item Shipped	<input type="checkbox"/> I just changed my mind
<input type="checkbox"/> Too Large	<input type="checkbox"/> Material Not as Described	<input type="checkbox"/> Bought by mistake
<input type="checkbox"/> Too Wide	<input type="checkbox"/> Color Not as Described	<input type="checkbox"/> Marked or Soiled
<input type="checkbox"/> Too Narrow	<input type="checkbox"/> Wrong Item Pictured	<input type="checkbox"/> Defect - Describe: _____

**Exchanges and replacements are subject to availability.** We will make every effort to fulfill your request. Shoe Parlor offers FREE domestic shipping for most exchanges. International exchanges and sale items will be charged at our usual rates.

Exchange for Same Shoe	Exchange for Different Shoes
<input type="checkbox"/> ½ Size Smaller <input type="checkbox"/> ½ Size Larger <input type="checkbox"/> 1 Size Smaller <input type="checkbox"/> 1 Size Larger <input type="checkbox"/> Different Size/Color _____	I know the SKU- located in item page: _____  I don't know the SKU- Describe by brand, style, size, color, etc: _____

**Refunds** will be issued invoice amount less shipping in the same method which they were paid. In cases where we made the error, total invoice amount plus return shipping will be reimbursed at standard ground/priority rates. Refunds may take up to 2 weeks from receipt. **We hope to make this return process as easy as possible. Please refer to our website for our full return policy and let us know if you have any questions.**

FEEL FREE TO ATTACH A NOTE WITH ANY ADDITIONAL COMMENTS