



RETURN/EXCHANGE FORM

- ❖ All returns & exchanges should be accompanied by this form.
- ❖ Please allow 3-5 business days to process your return once we receive your package.
- ❖ Packages sent back without this form may take an additional 5-7 business days to process.
- ❖ Postage Required. No COD's.
- ❖ Merchandise will be inspected. All Return Guidelines must be met to process your return.
- ❖ **Family Footwear Center is not responsible for your package until it is received in our warehouse. Insurance & Delivery Confirmation is recommended.**

OUR RETURN POLICY:

If you are not satisfied with your purchase, we will be happy to accept a return for a full refund or an exchange of a different size or style. *The following Return Guidelines apply for all returns and exchanges:*

- Merchandise must be in original box/packaging and condition.
- Merchandise must be free of dirt, scuffs, stains, scratches, odor, discoloration, and blemishes.
- Returns will be accepted up to **60 Days** from the original purchase date.
- **Customer is responsible for cost of packaging and shipping item(s) back to Family Footwear Center.**

INSTRUCTIONS:

1. Box up the item(s) with all original packaging. **2.** Enclose the completed Return Form. **3.** Complete the Return Address Label and affix to outside of package. **4.** Return the package through the carrier of your choice.

RETURN FORM:

*Required

*Web Order #: _____ *First Name: _____ *Last Name: _____

*Daytime Phone: _____ Evening Phone: _____ Email: _____

*Is this a Return or Exchange? Return Exchange | *Are all items in original condition? Yes No (If No, please explain.)

*Reason For Return: Fit Style/Color Damaged Service Price Changed Mind Other _____

If you believe the item(s) you received are damaged or defective, please describe in detail below.

If you are Exchanging for a different size or color please tell us what you would like to exchange for:

DON'T FORGET TO INCLUDE THIS FORM IN YOUR PACKAGE!

Complete Address Label below and affix to outside of package. **Postage required.**

F _____
R _____
O _____
M _____

U.S. Postage Required

Web Order # _____
FamilyFootwearCenter.com | Returns
120 Northside Drive
Bennington, VT 05201