



## RETURNS AND EXCHANGES

We hope you're happy with your shoes. But just in case you're not, our return policy makes it easy to send it back for another item or a refund.

### RETURN POLICY

If you are not completely satisfied, you can return an item within 30 days of receipt for a full refund of the merchandise purchase price. Returns must be unworn, in the state you received them and in the original packaging (shoe box, etc.)

NAME: \_\_\_\_\_ ORDER #: \_\_\_\_\_

## REFUND -or- EXCHANGE BY MAIL -or- EXCHANGED ONLINE (circle one)

### ITEM(S) YOU ARE RETURNING FOR A REFUND

Item#	Description	Size/Color	Reason for Return

For a **quick exchange**, order the replacement item online and complete the return form and request a **refund** on your original order. Use coupon code "exchange" to receive free shipping when placing the exchange order online.

### ITEM(S) TO SEND IN EXCHANGE (Fill out if you are requesting an exchange via Mail)

Do not fill this out if you placed the exchange online, please request a refund on the original order.

Item#	Description	Size/Color	Price

### REFUND

If your return or exchange results in a price difference in your favor, we will credit your credit card. (Please allow one to two billing cycles for the refund credit to appear on your statement.) If there is a balance due, we will charge the difference to the credit card used on the original purchase. Shoes returned after 30 days of receipt will be given store credit based on the current price of the shoe returned. Please note: original delivery charges are non-refundable, except in the case of manufacturer's defect or freight damage. If you took advantage of a free shipping promotion, the original shipping savings associated with the returned items will be deducted from your refund.

### HOW TO SHIP YOUR SHOES BACK TO US

Carefully repackage your return in its original packaging (shoebbox) and place in a shipping box. For your protection, please use UPS or Insured Parcel Post for shipment. Items returned with labels, tape or writing on the manufacturers shoebbox will be charged a 25% restocking fee.

### MAIL RETURN TO:

Big Shoes  
Returns Dept.  
700 B South Lamar Blvd  
Austin, TX 78704

Please call 800-475-6008 with any questions or email [info@bigshoes.com](mailto:info@bigshoes.com).