

At Alegria Shoe Shop our goal is your satisfaction. If you are unsatisfied with your purchase, it may be returned for any reason within **60** days of purchase (**Returns must be unworn, in the state you received them, and in the original packaging**). We believe that in order to have the best possible online shopping experience, our customers should not have to pay for domestic return shipping for **full price** shoes. If for whatever reason you're not happy with your purchase, please contact us through our "Contact Us" form which you can access from our homepage or call us at 1-888-775-5655, and we will email you a return shipping label.

**When using our prepaid label for closeout or sale returns \$12.50 will be deducted from your refund for shipping, as well as an additional \$7.50 per pair of returned closeouts or sale items for restocking.**

Full priced items are eligible for a full refund (via credit card, PayPal, or business check) of the purchase price.

AlegriaShoeShop.com returns are easy:

- Returns are accepted within 60 days of purchase.
- Products must be resalable: in the condition you received them and in the original box and/or packaging.
- Any sign of wear and tear (e.g. discolored, dirty, or damaged outsole or insole, scuffed uppers etc.) will disqualify your return from receiving a full refund and may be returned to you less shipping costs.
- Return domestic shipping is always free for full-priced shoes using our prepaid FedEx shipping labels (our prepaid labels are only available from shipments originating in the United States). When using our prepaid label for closeout or sale returns \$12.50 will be deducted from your refund for shipping, as well as an additional \$7.50 per pair of returned closeouts for restocking.
- Once your return is received and inspected by our warehouse (usually within 72 to 96 hours of receipt), your refund will be processed and a credit will be automatically applied to your credit card or original method of payment within 7 days. Please note that depending on your credit card company, it may take an additional 2-10 business days after your credit is applied for it to post to your account.

As part of our return policy, all returns will need to be received and processed by our warehouse within 60 days of purchase.

Please call us at 1-888-775-5655 if you have any questions. Thank you!



# Return Form

Please print this form and fill in the appropriate information. Please include with your return.

Original Order Number \_\_\_\_\_ Customer Name: \_\_\_\_\_

Customer Phone: \_\_\_\_\_ Email: \_\_\_\_\_

Full priced items are eligible for a full refund (via credit card, PayPal, or business check) of the purchase price.

**When using our prepaid label for closeout or sale returns \$12.50 will be deducted from your refund for return shipping, as well as an additional \$7.50 per pair of returned closeouts or sale items for restocking.**

Please fill out the table below for the items that are being returned.

| DESCRIPTION                  | SKU            | SIZE      | QUANTITY | PRICE           |
|------------------------------|----------------|-----------|----------|-----------------|
| <i>ex. Paloma Black Napa</i> | <i>PAL-601</i> | <i>37</i> | <i>1</i> | <i>\$130.00</i> |
|                              |                |           |          |                 |
|                              |                |           |          |                 |
|                              |                |           |          |                 |
|                              |                |           |          |                 |

Returned items must be in an *unused* and *resalable* condition with original packaging. *If you return an item showing signs of wear (not a manufacturer defect), you will be subject to up to a 50% damage fee or the item may be returned to you.* Alegria Shoe Shop is only responsible for items returned using our provided FedEx return service label or a carrier which provides proof of delivery. Alegria Shoe Shop cannot accept COD. Unless notified otherwise we will credit / charge the card used in your original transaction. Please allow 7-10 business days from receipt at our returns warehouse for your return to be fully processed. If you have questions about your return, please call customer service at 1-888-775-5655.