

# Return Form



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

Need assistance? Contact Customer Service Monday thru Friday 9:00 AM to 6:00 PM EST at 1- 888-775-5655 or email us at [info.alegriashoeshop@gmail.com](mailto:info.alegriashoeshop@gmail.com).

**\*\*PLEASE NOTE\*\***: We DO NOT offer direct exchanges on merchandise. If you would like a different *size, color, or item*, please PLACE A NEW ORDER.

## Step 1 Original Order #

A) Originally purchased by (purchaser name): \_\_\_\_\_ \*NOTE: If this order was a gift TO YOU, the merchandise refund or credit will be issued to the purchaser.\*

Purchaser Phone Number: \_\_\_\_\_ Purchaser Email Address: \_\_\_\_\_

B) Please select ONE of the following:

- Refund my original method of payment** (e.g., Visa, MasterCard, Amex, Discover, and PayPal) (Full price items will receive 100% credit. CLOSEOUT items will be assessed a 20% restocking fee resulting in an 80% credit to the original method of payment. For example, if you are returning a CLOSEOUT item priced at \$59.00 you will receive a credit in the amount of \$47.20. ALL refunds are subject to a damage fee if items are NOT RETURNED IN THEIR ORIGINAL CONDITION.)
- Issue me a store credit** (You will receive 100% merchandise credit by selecting this option!) (ALL store credits are subject to a damage fee if items are NOT RETURNED IN THEIR ORIGINAL CONDITION.)

## Step 2 Items being returned

In the area below please indicate the item(s) you are returning, including a REASON CODE (use ALL codes that apply).

REASON CODE	Item Name	SKU	Size	Qty	Price	Closeout
A, G	Paloma Black Napa <b>**SAMPLE**</b>	PAL-601-37	37	1	\$109.95	<input type="checkbox"/>
					\$	<input type="checkbox"/>
					\$	<input type="checkbox"/>
					\$	<input type="checkbox"/>

**REASON CODES**

- (A) Didn't like**
- (C) Item is defective**
- (E) Ordered wrong item**
- (G) Not as pictured**
- (I) Poor Quality**
- (B) Too Small**
- (D) Too Large**
- (F) Too Narrow**
- (H) Too Wide**
- (J) Received wrong item**

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.* Alegriashoeshop.com is only responsible for items returned using our provided UPS return service label or a carrier which provides proof of delivery. Alegriashoeshop.com 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.

## Step 3 Print out your FREE UPS Return Service Label at [www.alegriashoeshop.com/returns.asp](http://www.alegriashoeshop.com/returns.asp)

## Step 4 If you have already placed a new order, please put that number here → New Order #

Please write any additional notes in this area. If the item was DEFECTIVE or DAMAGED, please write a brief note describing the defect.

At Alegria Shoe Shop our goal is your satisfaction. If you are unsatisfied with your purchase, it may be returned for any reason within **365** 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. So if for whatever reason you're not happy with your purchase, just go through our easy self-service return process (via [My Account](#)) to print out a free return label - your domestic shipping costs are prepaid.

Full priced items are eligible for a full refund (via credit card, PayPal, or business check) of the purchase price. Items marked as '**Closeouts**' are **subject to a 20% restocking fee for refunds**. If you decide to accept a store credit, you will receive 100% of the purchase price in the form of a store credit.

AlegriaShoeShop.com returns are easy:

- Returns are accepted within 365 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.
- Return shipping is always free using our UPS prepaid shipping labels (our prepaid labels are only available from shipments originating in the United States).
- ***Once your return is received and inspected by our warehouse (usually within 72 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 365 days of purchase.

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