



RETURN & EXCHANGE FORM

Return Address:
 Shoe Metro
 ATTN: Returns
 8960 Carroll Way Suite 100
 San Diego, CA 92121

Shoe Metro cares about your satisfaction. If you need assistance please email us at sales@shoemetro.com or call us at (858) 547-7545 (Mon–Fri 7am–5pm PST).

Refunds must meet these simple requirements:

- Product must be unworn and only tried on for fit and sizing.
- Item must be returned within 90 days upon receiving the item.
- Shoe must be returned with Return Form inside box.
- Returns must be properly bagged or boxed. \$5.00 Re-Boxing fee will apply if manufacturer box is taped.
- Shoes that show excessive wear will not be refunded and buyer will be responsible for return shipping.

Name	
Email Address	
Phone Number	
Username	

Refund Method
<input type="checkbox"/> Refund via original payment method
<input type="checkbox"/> Exchange – 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)

Order or Item Number	Item Description or Title	Item Price	Shipping Price	Total

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 Metro offers FREE domestic shipping for exchanges. International exchanges will be charged a discounted rate.**

Exchange for Same Shoe	Please Note
<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 Enter color/size here _____	Refunds will be issued invoice amount less shipping in the same method in 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 7 business days from receipt. Email confirmation is sent after refund or exchange is processed. We hope to make this return process as easy as possible. Please let us know if you have any questions.

Please enter any comments below