

100 % Satisfaction Guaranteed

Exchanges – Refunds – Returns

The Shoe Box Stores are committed to providing the RIGHT products for your footwear needs. If you are not happy with your purchase then simply return it within **60 days** for a full refund or an exchange.

Exchanges:

Item(s) being Exchanged				
Qty.	Style #	Size	Width	Price

Item(s) Desired				
Qty.	Style #	Size	Width	Price

- 1. The original sales receipt MUST be enclosed.** Please make a Copy for your records.
- All items must be received in new & unworn condition in original packaging within 60 days.
- If you are requesting a model that is higher or lower in price, your credit card from original payment will be charged or refunded the difference.
- Shipping fees on exchanges will be shared equally (i.e., you pay to ship merchandise back to us, we pay to ship replacement merchandise back to you).
- If the item desired is out of stock, we will notify you via email.

Refunds:

Item(s) being Returned				
Qty.	Style #	Size	Width	Price

- 1. The original sales receipt MUST be enclosed.** Please make a Copy for your records.
- All items must be received in new & unworn condition in original packaging within 60 days.
- Return shipping is the customer's responsibility and is non-refundable.

Manufacturing defects:

- Worn shoes can be returned only if there is a problem due to a manufacturing defect.
- Shoes are guaranteed to be free of defects for 30 days from date of purchase.

Contact: returns@theshoeboxstores.com for a Return Authorization on manufacturing defects.

A Customer Service Team member will contact you with further details.

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Ship items prepaid and insured to:

**The Shoe Box Stores
214 East College Ave.
State College, Pa. 16801**

*** We suggest using a traceable carrier for the safety of your package.**

