



# Comfortiva®

## RETURNS & EXCHANGES

We at **comfortiva.com** want you to be completely satisfied with your purchase. If you are unhappy with your order you may return your purchase within 30 days of shipment for a refund or exchange. Shoes must be in original unworn condition to be accepted for returns/exchange (unless defective). Beyond 30 days, our products are warranted against defects in materials and workmanship. Enclosed for your convenience is a UPS Return Label. There is no charge for exchanges.

If you are returning a product, a \$6.95 processing fee will be deducted from your refund.

**1** On the Merchandise Return/Exchange Form indicate whether you wish to receive a refund or an exchange.

- If returning for an exchange, please specify the style and size.
- Please indicate the reason for the refund or exchange.
- Please indicate your Order ID#. This can be found on your order receipt.
- please indicate your billing and shipping addresses

**2** Place the Merchandise Return/Exchange Form in the box and package up the shoes.

**3** Place the UPS return label on the outside of the package after removing the previous delivery label. Drop it off anywhere that you have access to a UPS Driver.

- Give your package to any UPS Driver who is making a routine pickup or delivery, or drop it off at any Staples or UPS Store. To find another location, visit <http://www.ups.com>.
- Be sure to put your name and address on the delivery label.
- Please keep a copy of the tracking number for your records; it begins with 1ZV91.
- When returning a product, a \$6.95 processing fee will be deducted from your refund.

## MERCHANDISE RETURN/EXCHANGE FORM

1. Please let us know your reason(s) for return:

- |   |   |   |                                      |  |
|---|---|---|--------------------------------------|--|
| <input type="checkbox"/> Changed mind           | <input type="checkbox"/> Wrong item shipped | <input type="checkbox"/> Different than displayed | <input type="checkbox"/> Fits long   | <input type="checkbox"/> Defective           |
| <input type="checkbox"/> Gift - Do not want     | <input type="checkbox"/> Cancelled order    | <input type="checkbox"/> Uncomfortable            | <input type="checkbox"/> Fits narrow | <input type="checkbox"/> Workmanship         |
| <input type="checkbox"/> Did not like           | <input type="checkbox"/> Duplicate order    | <input type="checkbox"/> Arch support             | <input type="checkbox"/> Fits short  | <input type="checkbox"/> Quality of material |
| <input type="checkbox"/> Arrived late           | <input type="checkbox"/> Damaged in transit | <input type="checkbox"/> Marked/Soiled            | <input type="checkbox"/> Fits wide   |  |
| <input type="checkbox"/> Other (please specify) |   |   |                                      |  |

2. Indicate your Order ID#, billing & shipping address.

Order ID# \_\_\_\_\_

Billing Address: \_\_\_\_\_

Name: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Shipping Address: \_\_\_\_\_

Shipping address same as billing address

Name: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

3. Choose return or exchange.

I would like a refund

OR

I would like an exchange. Send me:

Item Name: \_\_\_\_\_

Stock #: \_\_\_\_\_ Size: \_\_\_\_\_

Price: \_\_\_\_\_ Color: \_\_\_\_\_

Any Questions? Give us a call at 1-844-488-9837 or email us – [customercare@comfortiva.com](mailto:customercare@comfortiva.com)

\*The cost of shipping an item back to [softspots.com](http://softspots.com) is always the responsibility of the customer. (Note: Exceptions to this policy are made for defective items)