

60 Day Returns

softwalk

softwalkshoes.com

Trotters

trotters.com

Thank you!

We hope you are happy with your purchase.

Footwear must be in original unworn condition to be accepted for a refund or exchange so **please take some time to try on your new footwear inside on a clean surface** to make sure you're happy with the fit and look. Do not wear outside or on dirty surfaces unless you plan to keep the shoes.

Keep all boxes/materials!

Returned footwear must be received in their original shoe box. When you ship the shoe box back to us for an exchange or refund please place it inside a packing box (preferably the original shipping box) to avoid damage as the shoe box is not designed for shipping.

Returns Policy:

If you are not happy with your purchase, we will be glad to refund your purchase (not including any expedited shipping charges). You can return unworn shoes for up to 60 days from the purchase date. Shoes must be in the condition you received them and in the original box.

How to Return or Exchange:

1. Please complete the form on the other side and return with your order.
2. Go to www.softwalkshoes.com/returns or www.trotters.com/returns and create a FREE Return Label. Follow the instructions on the label.

Returns take 5-10 days, on average, to ship and process. If you've chosen to have an item refunded, please allow an additional 7 days for your credit card company to post the credit to your account.

Return Reason Codes	
1	Too long/large
2	Too short/small
3	Too wide
4	Too Narrow
5	Not as described
6	Order error
7	Other

Return Information:

Please fill in the information below for your return. When we receive your return, we will issue a credit to your credit card.

Name	Order Number	Phone Number

Reason	Style Name	Color	Size	Width

Exchanges:

We currently do not offer exchanges, though we hope to in the future. We suggest you make your return(s) and place a new order for the replacement product on our website. If you need assistance, please contact our customer service. We do our best to process your returns as soon as we receive them.

Customer Service:

For customer service, order status, questions concerning a return or general assistance, please call **888-218-7275**. You may also email us:

SoftWalk: custserv@softwalkshoes.com

Trotters: custserv@trotters.com

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