



## RETURNS & EXCHANGES

We at BornCrown.com want you to be completely satisfied with your purchase. 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 1Z V91.
  - 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 addresses.

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 1-888-902-7696  
or Email us – [customercare@borncrown.com](mailto:customercare@borncrown.com)**

\*The cost of shipping an item back to borncrown.com is always the responsibility of the customer. (Note: exceptions to this policy are made for defective items)

