

**Caleres**  
**Consumer Care – Defective Product Return Form**

**Contact Information**

Name \_\_\_\_\_

Address \_\_\_\_\_

City, State, Zip \_\_\_\_\_

Daytime Phone \_\_\_\_\_

Evening Phone \_\_\_\_\_

Email \_\_\_\_\_

Date \_\_\_\_\_

**Return Shoe Information**

Style	Size	Width	Purchased at:

**Purchase Price**

\$

**Reason for Return**

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**For your own protection we suggest that you send your return via insured parcel post or another method you can trace.**

Please use return label below:

<b>From:</b>	
	<p>Caleres Consumer Care 15837 Fern Ave. Chino, CA 91708</p>

**Please allow four weeks for processing.**

- We strongly recommend you send your return back via a traceable method, as consumers are responsible for the safe return of all merchandise. Please note that:
  - We do not offer repair services or replacement parts.
  - We cannot guarantee refund amounts, as the warehouse makes the final determination for returns.
- Consumers are responsible for shipping costs. If you would like to request a refund of shipping charges, please indicate this on the return form and include your shipping receipt.
  - Ground shipping costs will be refunded by check, if an item is deemed defective.
  - We do not offer reimbursement for expedited or international shipping charges.
- To request a refund, include the receipt or indicate the price that was paid.
  - If the original receipt is not available, the last sale price listed for the style will be the refund amount. Please note that the last selling price may have been a clearance price. We are unable to provide the last sale price that was posted for an item in advance, as refunds are determined by our Consumer Care Department personnel. Unfortunately, we are unable to offer an exchange.

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- Merchandise is not considered defective or damaged under the following conditions (but not limited to):
  - Discomfort of blisters that occur from wear.
  - Damages caused by misuse, improper care, and/or normal wear and tear.
  - Improper fitting or sizing of products.
  - Modifications and/or alterations made to the product.
  - Damages caused by the use of solvents, adhesives, detergents, liquids and/or other chemicals.
- Need additional assistance? Call (800) 766-6465.