

**INSTRUCTIONS:**

- Place shoes in their original shoe boxes. Shoe boxes are to be packed in a sturdy shipping carton.
- Write your RMA# on all sides of the shipping carton.
- Send your RMA to:

**SPRING FOOTWEAR Corp.**  
1001 W. McNab Road  
Pompano Beach, FL 33069

**Customer Name:** \_\_\_\_\_

**Customer ID:** \_\_\_\_\_

**Customer Phone:** \_\_\_\_\_

**Customer Fax:** \_\_\_\_\_

**Customer Email:** \_\_\_\_\_

**RMA #:** \_\_\_\_\_ **DATE:** \_\_\_\_\_

**PROCESSED BY:** \_\_\_\_\_

**RETURN POLICY:** Spring Footwear Corp. requires that all returns be pre-approved and a Returned Merchandise Authorization Form and Number be obtained by calling our Customer Service Department toll free at 1-800-962-0030. Merchandise returned without proper approval and documentation will be refused. Shoes returned are for inspection only. If footwear is deemed defective and cannot be repaired, Spring Footwear will issue a direct exchange. If the shoe can be repaired, we will repair it and send it back. Freight will be credited only if we find that an item is unworn and defective, or if it has been shipped as our error. **No deductions are to be made on outstanding Spring Footwear invoices for returned shoes until a credit memo is issued by Spring Footwear.** Spring Footwear will not issue credit for merchandise that has been shop-worn/damaged due to being on display, bought at closeout prices, purchased in previous season, excessively worn, or any merchandise that has been altered or deliberately damaged. Special orders may be returned within 30 days of ship date. A \$3.00/pair handling charge will be assessed and freight must be prepaid. Claims for handling charges are not allowed.

**RETURN REASON CODES**

CODE	DESCRIPTION
1	Shipped Past Cancel Date
2	Misshipped Merchandise
3	Special Order Not Taken
4	Quality Issue (Please provide details)

**NOT A CONVERSION CHART**

**IMPORTANT: Do not use as a conversion chart.**  
Order U.S. or Euro Size according to size type by style.  
Please refer to the catalog for conversion charts.

**Need Replacement:** Yes   
No

	0/S	U.S.	5.5	6	6.5	7	7.5	8	8.5	9	9.5	10	10.5	11	12	13							
	Style Name	Color	Run	Euro	35	36	37	38	39	40	41	42	43	44	45	46	47	Return Code	New/Worn	Invoice#	Total		
1.																							
2.																							
3.																							
4.																							
5.																							
6.																							
7.																							
8.																							
9.																							

**GRAND TOTAL**

**Return Instructions:** Please help us process your return quickly and efficiently by following these guidelines:

- Print this page. Place your initials on this line indicating that you have read the Return Policy and Instructions \_\_\_\_\_. Send this page with your return shipment.
- Returns must be shipped within ten (10) calendar days from the date of the RMA. After ten days, the RMA is cancelled and the return will not be accepted.
- All shoes must be returned in "As New" condition, in the original shoeboxes. The shoe boxes must not be marked, taped, folded, or defaced.
- Products returned in damaged or unacceptable condition will be returned to the customer without exchange. Showroom or Window Samples will not be accepted.
- Condition of shoe will be assessed at the discretion of Spring Footwear Corp.
- Products that do not match invoice are not acceptable, and will be returned to the customer.
- Restocking Fee: All returns may be subject to a \$3.00 per pair minimum.

**FOR RETURN DEPT. USE ONLY (SPRINGFOOTWEAR)**

Notes: \_\_\_\_\_

\_\_\_\_\_

Condition of Returned Merchandise: \_\_\_\_\_

\_\_\_\_\_

Approval Status: \_\_\_\_\_

\_\_\_\_\_