

RETURN and EXCHANGE INSTRUCTIONS

Thank you for your purchase. We appreciate the opportunity to provide you with high quality products and excellent customer service. For your convenience, if you have any questions, please email us at www.shoes2world.com/contact-us.html

If you wish to return a product that you have purchased, please follow the instructions listed below:

1. Please fill the Return Form on this page.
2. Return your product in box, bag or carton that protects the merchandise, or wrap it well within its original container. Make certain to tape or seal the carton, or bag well.

Address the package to:
Incirli Cad. Sayfiye Sok. No:26 D:11
34740 Bakırköy - Istanbul - TURKEY

3. Attach this return form to your package with clear tape or glue.
4. Please ship your package insured and prepaid via Air Mail or Ground Mail. (We cannot accept responsibility for uninsured packages returned through any postal service.)
5. We will send any merchandise you request in exchange via FedEx Express.
6. **Shipping rates are for packing, insurance and delivery. These charges are not reimbursable. However if you choose to exchange any item(s), you will be charged additional shipping and handling for each item (US \$50.00).**
7. Before emailing us to check on the status of your return, please allow 10-15 working days for Air Mail, 25-30 working days for Ground Mail for your package to be delivered to us.

IMPORTANT NOTE:

Your purchase is shipped brand new. Items that you return to Shoes2World must be in the same new condition as they were received. All returned items must be in their original state and deemed to be in unworn condition before they can be accepted for a total refund.

Your return of merchandise will not be accepted if it is not sent back in the proper new condition.

RETURN FORM

To enable us to improve the products and services we offer you in the future, please indicate your reason(s) for returning the merchandise in the reason code section on the form below, using the return codes provided. This information will also help us to process your return more efficiently.

RETURN CODES

SIZE / FIT	SERVICE QUALITY	EMBROIDERY
TB - Too Big / Long	WI - Wrong item shipped	PQ - Printing Quality
TS - Too Small / Short	WD - Item not as described / pictured	EQ - Embroidery Quality
	DQ - Defective / Damaged	WI - Wrong ink / Thread Color
PREFERENCE		PS - Misspelled Words
WO - I ordered a wrong item		PA - Wrong Art / Graphic
U - Unwanted / Changed my mind		PW - Didn't Hold Up

ITEM RETURNED

Reason Code	Product Number or Description	Size	Color

ITEM REQUESTED (EXCHANGE)

Quantity	Product Number or Description	Size	Color

Action Step Requested: Exchange Refund

Your Full Name:

Your Address:

Your Telephone:

Your Email: