

**Brown Shoe Company
Consumer Care - Defective Product Return Form**

Contact Information

Name _____

Address _____

City, State, Zip _____

Daytime Phone _____

Evening Phone _____

Date _____

Return Shoe Information			
Style	Size	Width	Purchased at:

Purchase Price	\$ _____
-----------------------	----------

Reason for Return	
--------------------------	--

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:

<p>From: _____ _____ _____</p> <p>Brown Shoe Company Consumer Care 103 S. Acres Sikeston, MO 63801</p>
--

Please allow three 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.
- Consumers may request an exchange, if the item is deemed defective and a replacement is available. Exchanges are permitted for the exact product style.
- Merchandise is not considered defective or damaged under the following conditions (but not limited to):
 - Discomfort or 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.