

Footsteps Clothing

RETURN/EXCHANGE FORM

Order # _____

Name/Address _____

Email Address: _____

I would like a refund

I would like to exchange the items enclosed for the below item(s):

Item(s) I am Returning	Qty	Reason	Item(s) I would like instead

How To Place a Return/Exchange:

We want you to be completely satisfied with your purchase and gladly accepts back returns & exchanges **within 30 days** after delivery to you. Please include this fully completed form with your return package and mail to:

**Footsteps Clothing
Returns/Exchanges
7724 Chapel Hill Road
Cary, NC 27513**

RETURNS FOR REFUND - There are a few exceptions to returns for refund:

- ❖ You must return items in new, unused condition that is exactly as it was shipped to you. We inspect all returned items and award a partial refund or deny the refund for damaged or used products, products that have been laundered or that contain an odor, stain or other damages.
- ❖ If the return is a result of our error or defective product we will replace the items immediately (please contact us right away).
- ❖ Holiday/Gift Items: We are happy to encourage early shopping for holiday gift items! All holiday-themed items and items purchased as holiday gifts may be returned or exchanged until January 31.
- ❖ Personalized clothing: Personalized items are NOT returnable for refund
- ❖ We reserve the right to deduct a \$3.00 per item restocking fee. This hardly ever enacted and is usually only on large orders where all order items are returned for refund.
- ❖ Gift-wrapping fees and shipping charges are not refundable
- ❖ Please allow up to 7-10 business days for refunds to be applied.

EXCHANGES - Exchanges for size are always fast and easy:

- ❖ Sets: Partial returns/exchanges – Yes! We are happy to offer exchange for a part of a set. For example, If your PJ top fits great but you prefer a larger size pants, no problem. Just complete the Return/Exchanges Form for the partial set item.
- ❖ Personalized Clothing: Cannot be exchanged – however, we know sizing is difficult sometimes and we do offer a replacement an item previously ordered for \$8. Please contact us if you would like to purchase a replacement.

****Note: Childrens items are NOT intended as sleepwear: for child's safety, garments should fit snugly. Our garments are not flame resistant; loose fitting garment is more likely to catch fire.**