

## RETURNS & EXCHANGES FORM

We appreciate your patronage and are sorry to hear that you need to return your ~~purchase~~ .

Merchandise must be returned within 30 days of purchase. Footwear should be tested and tried on carpeted surfaces only. Shoes and clothing must not show any visible signs of wear and should be returned in the original packaging. Accessories must be unopened and unworn.

First Name \_\_\_\_\_

Last Name \_\_\_\_\_

Email Address \_\_\_\_\_

Phone Number \_\_\_\_\_

Order Number \_\_\_\_\_

\* Will only be used to look up your order and if we need to contact you with questions.

\* Please reference your confirmation email or packing list to find the order information.

### PLEASE INDICATE THE REASON YOU ARE RETURNING/EXCHANGING ITEM(S):

- too big       too small       wrong item       wrong size in box       defective/damaged  
 found better price       unhappy with color       unhappy with style       other

#### RETURN ITEM 1:

Item Name
Style Number
Size
Width

\* Please reference your confirmation email or packing list to find the order information.

#### RETURN ITEM 3:

Item Name
Style Number
Size
Width

\* Please reference your confirmation email or packing list to find the order information.

#### RETURN ITEM 2:

Item Name
Style Number
Size
Width

\* Please reference your confirmation email or packing list to find the order information.

#### RETURN ITEM 4:

Item Name
Style Number
Size
Width

\* Please reference your confirmation email or packing list to find the order information.

### PLEASE LET US KNOW HOW YOU'D LIKE YOUR RETURN OR EXCHANGE HANDLED

- REFUND: Please refund the original payment method.

\* Funds will be returned to your credit card, PayPal for its original purchase price. Shipping charges are not refundable. Please allow 8-10 business days. Will appear as refund from ~~store~~ .

- EXCHANGE: Note item(s) you wish to receive below.

\* If the merchandise that you wish to receive is more expensive than the original item, a member of our customer care will reach out to you. Replacement merchandise will be sent to you an NO additional shipping charge. Please allow 10-14 business days.



**IF EXCHANGING:**

Street Address 1 \_\_\_\_\_

Street Address 2 \_\_\_\_\_

City \_\_\_\_\_

State \_\_\_\_\_

Zip Code \_\_\_\_\_

**EXCHANGE ITEM 1:**

Item Name
Style Number
Size
Width

**EXCHANGE ITEM 3:**

Item Name
Style Number
Size
Width

**EXCHANGE ITEM 2:**

Item Name
Style Number
Size
Width

**EXCHANGE ITEM 4:**

Item Name
Style Number
Size
Width

**ADDITIONAL NOTES FOR OUR CUSTOMER CARE TEAM?**

**DO YOU HAVE QUESTIONS REGARDING YOUR RETURN OR EXCHANGE?**

Feel free to reach out to our customer care team at any time.

[ventas@xankla.com](mailto:ventas@xankla.com)