return / exchange form

Date : .....
Name : .....
Phone : .....
Email : .....
Address : .....
.....
.....
.....

office use only :
date dispatched.....
style.....
colour.....
size.....
adjustment.....
.....
.....
.....

date received back.....
date exchanged.....
style.....
colour.....
size.....
adjustment.....
.....
.....
.....

I am returning these goods for :

an exchange ☐ a refund* ☐ a store credit ☐

Reason for return :

.....
.....
.....

If requesting an exchange we require detailed information on how the shoes you received fitted.

too long ☐ = toes are .....cm from end of shoes.
or
too short ☐ = cannot feel end of shoes when standing / toes just touching when walking ☐
= toes just touching end of shoes when standing / toes pressing when walking ☐
= toes pressing end of shoes when standing / toes crushed when walking ☐

too shallow ☐ = toes touching top of shoes.....extra depth / height needed in toe area

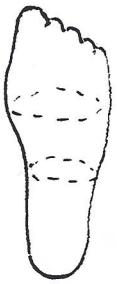
heel slipping ☐

too wide ☐
or
too narrow ☐ = little toe squashed ☐
= tight across ball ☐
= tight over arch ☐
= inside bunion ☐

please re measure your ball and arch circumference

ball .....cm =

arch .....cm =



The following information is for boots only: (please circle)
zip did not close / zip closed but too tight / leg of boot too big
laces too far apart / laces overlap

= please fill in separate diagram

If you require a non-standard size for your exchange an extra charge will apply.

***Return Policy :**

1.Goods bought online are supplied on the understanding that they may be dispatched back to Vegan Wares, unworn, by registered and insured mail within 7 days of receipt for a refund (if goods are stock-standard style, colour and size) or credit or exchange (if the goods are made to personalized specifications).
2.The purchaser bears all postage costs.
3.Refunds are paid only after goods have been returned to us and are assessed to be unworn and in perfect condition.