



Executive Offices and Distribution
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Customer Service and Administration
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RETURNS POLICY

Satisfaction Guarantee

If for any reason, your footwear is not perfect for you, simply return it to us new and unused within 30 days for an exchange or full refund.

Free exchanges and easy returns

Our goal is your complete satisfaction. We take great pride in the high quality of our products and great customer service is our top priority. If you are unhappy with our product for any reason, just send it back to us, and we will refund the purchase price or replace the item. It's as simple as that.

To be eligible for exchange or credit, footwear must be returned unworn in its pristine original condition and packaging (only tried on for fit or sizing) within 30 days of receipt. Please remember that we can only issue a refund or exchange if the returned product is in **fully resalable condition**.

For your convenience we have included a prepaid shipping label to facilitate your return or exchange. Peel off the adhesive label and place it on your return package. Then simply drop it off at any of 40,000 UPS drop box locations nationwide; no postage necessary. \$8.95 will automatically be deducted from your total credit. If you prefer, ship your return using the carrier of your choice (insured) to the following address:

Kanner Corp. Returns, 846 West Verdulera Street, Camarillo, CA 93010

Exchanges are free of charge. We do not charge a restocking fee other than for damaged packaging (\$10). All exchanges receive free outbound shipping. Customer is responsible for return shipping. We will issue full credit minus the prepaid return fee. Original shipping & handling charges are non refundable except in the unlikely event that you are returning a faulty or damaged product, or goods sent incorrectly by us, in which case we will refund your postage costs.

Upon receipt of your package, we will send a confirmation to your email address (if you have shared your email with us). Please allow 14 days for your refund or exchange to be processed.



CUSTOMER RETURN FORM

1) Contact information:

Name: _____

Address: _____

City: _____ State: _____ Zip: _____

Email: _____ Phone: _____

Order Number: _____

2) Shipping address (if different from above):

Name: _____

Address: _____

City: _____ State: _____ Zip: _____

Email: _____ Phone: _____

3) Reason for return:

Wrong size ordered: _____

Defective: _____

Other: _____

4) How shall we resolve this issue?

Merchandise EXCHANGE: Yes___ No___

Merchandise CREDIT: Yes___ No___

5) Please indicate new item(s) for exchange:

Style(s): _____

Size(s): _____

If the value of your exchange exceeds the cost of your original purchase we will charge your credit card for the difference.