



From:

U.S. postage required on all mail packages.

To:

Order # _____
CarlosShoes.com Returns
701 Malaga PL
Ontario, CA 91761

If you need to make a return, please follow these steps:

1. Print this page.
2. Re-package your order and place the completed return form inside the box. The return form is located to the right.
3. On the return shipping label, write your order number, if known. (An order number helps speed up your transaction. If you check out with an account, your order number is available in the My Account section of CarlosShoes.com.) Affix the return shipping label to the outside of the box. Return shipping costs are the customer's responsibility. We cannot accept C.O.D. packages. Shipping charges will not be refunded. We recommend that you insure your return or send it in a traceable method. CarlosShoes.com is not responsible for returns until they are received in our warehouse.
4. Return your package through the carrier of your choice. Please note: Customers are responsible for the safe return of merchandise. Worn shoes are not returnable.

Return Form:

To be completed and placed inside the box

First Name _____

Last Name _____

Phone Number (_____) _____

Email Address _____

Order Number _____

(If you do not have your order number, we may have to contact you to process your return.)

