

### No Hassle Return Policy

If necessary, any unworn product may be returned within **30 days** of receipt for a refund or exchange. Please note that refunds can only be applied to the credit card used in the original transaction and do not include any shipping/handling charges. In order to receive a full refund, all returned items must be intact and free of any signs of wear. Items are thoroughly inspected before returns are processed. Orders placed using a gift certificate from an online deal site cannot be refunded but can be exchanged. **You are responsible for return shipping fees.** If you are exchanging items, we will pay to have the new items sent to you.

### 2-Year Warranty Policy

Okabashi warrants all shoes against defects in materials and workmanship under normal use for a period of TWO (2) YEARS from the date of purchase by the original end-user purchaser. If a product defect arises and a valid claim is received within the Warranty Period, Okabashi will replace the defective product with the same style or a product of similar value. In order to receive your replacement, please include the following items with this form:

1. The defective item (we only need the one shoe that is defective)
2. Your original receipt (if purchased at a store) or your order # (if purchased directly from Okabashi)

### How to return your items

1. Fill out the Return Form **completely** and **legibly**
2. Pack all shoes to be returned, as well as any necessary receipts in a secure box or shipping envelope. We are not responsible for any damage or loss of product in transit back to us.
3. To ensure that the package arrives back to us safely and timely, please ship via pre-paid method such as USPS or UPS. We **CANNOT** accept C.O.D. deliveries or any packages without a return shipping address. For your protection, we suggest using a trackable and insured method, although it is not required.

Send all shipments to:  
**Okabashi Returns**  
**4823 Roy Carlson Blvd**  
**Buford, GA 30518**

**Check One:**     Return for Refund     Return for Exchange     Warranty Replacement

**Order Number:** \_\_\_\_\_

**Purchase Order Number:** \_\_\_\_\_

**Purchased in a store?** \_\_\_\_\_

**If yes, please note purchase date and retailer name:** \_\_\_\_\_

**The reason code must be completed to ensure return is processed in a timely manner.**

**Name:** \_\_\_\_\_

**Address Line 1:** \_\_\_\_\_

**Address Line 2:** \_\_\_\_\_

**City:** \_\_\_\_\_

**State:** \_\_\_\_\_

**Zip Code:** \_\_\_\_\_

**Country:** \_\_\_\_\_

**Phone:** \_\_\_\_\_

**Email:** \_\_\_\_\_

**Shoes Returning:** \_\_\_\_\_

**Return Reason (A) Wrong Size (B) Wrong Color (C) Wrong Style (D) Defective, Broken (E) Other**

	Style Name	Color / Description	Size	Quantity	Reason
1					
2					
3					
4					

**Shoes Requesting for Exchange (If Applicable)**

	Style Name	Color / Description	Size	Quantity
1				
2				
3				
4				

**Additional Comments or Suggestions:** \_\_\_\_\_