

SPIRA INC. RETURN POLICY & PROCEDURE

Thank you for selecting Spira. Every shoe is backed by our long tradition of selling quality footwear. If you are unsatisfied with your purchase, simply ship it back to us within **30 days** of receiving your order, **in new and unworn condition with Spira original packaging**, and we will happily issue a refund or exchange to a different style or size.

Please note, we can only accept returns from purchases made on Spira.com. If you made a purchase from an authorized independent or online retailer, please return the product to the store from which you purchased, under the guidelines of their respective return policy.

For all returns/exchanges:

- Locate your order number. This number is listed on the other side of this invoice/packing slip.
- Call us at **1-866-838-8640** (Monday – Friday 9:00am – 5:00pm PT) or email us at **returns@spira.com**. We will need your order number and the following information.
 - Is it a refund or an exchange?
 - Reason for return or exchange
 - If return for an exchange, what style and/or size will we be exchanging?
- We will generate a pre-paid UPS return shipping label. These labels are for items returned from continental U.S., Alaska and Hawaii addresses only. The label will be sent to your email address directly from UPS on our behalf. Find and click the link in this email that displays, “Retrieve Your Shipment Label” and you will be redirected to the UPS website to print the label. Tape this label onto your original packaging and drop the package off at any UPS Drop Off location or with any UPS driver.
- Keep the UPS tracking number for follow up if needed.
- Returns must be requested within 30 days from delivery of your merchandise.
- Complete the form below as this will help us to expedite your return. You can only use the return form for products itemized on the packing slip.
- **All merchandise received back must have the shipping label generated from our system, and be in their original purchase condition (not worn) including product packaging.**
- **Returns are subject to inspection upon receipt. All packages, including original containers, hangtags, tissue paper, shoe inserts, etc., must be unmarked and not defaced in any manner.**
 - **Do Not remove the HangTag(s) affixed to the shoes until you are positive that the shoes will not be returned for fit, sizing, or any other non-defective reason.**
 - **Failure to follow the items above may result in your return being denied or you may be subjected to a \$5.00 restocking fee. If your return or exchange is denied due to any of the above reasons, you will be responsible in advance for the freight charges to send the shoes back to you.**
- ***Spira’s return/exchange policy allows for one (1) free freight return of merchandise to us and one (1) free freight exchange item to be sent back to you. Any further shipping costs to exchange a second or more time will be at the customers’ expense. Once an exchange has been processed, the order will lose its ability to be fully refunded.***

Once we receive and inspect your return we will issue a credit to you for the value of the merchandise (including any sales tax, if applicable), which will be applied to the payment method used on the original purchase. Any shipping charges that may apply will not be refunded. Please allow **2-3 weeks** (including transit time) for the processing of your refund. If this is for an exchange, we will process and ship out the new shoes within 2 days of receipt of your return.

Exchanges - We will not keep open backorders on exchanges for shoes that are not in stock. These will be refunded and a new order can be placed when stock becomes available again.

Items purchased on Spira.com can only be returned using the prepaid UPS return label generated from our system, and cannot be returned to an independent retailer or another online retailer.

RETURN FOR CREDIT RETURN FOR EXCHANGE

ISSUED RMA# _____

RETURN/EXCHANGE REASON _____

IF EXCHANGE, NEW STYLE & SIZE _____

COMMENTS _____