

****Note: Childrens items are NOT intended as sleepwear: for child's safety, garments should fit snugly. Our garments are not flame resistant; loose fitting garment is more likely to catch fire.**

Transaction ID / Order #: _____

customerservice@FootstepsClothing.com
(919) 462-1600

Method of original purchase (please check one):

Credit Card on Footsteps Clothing website
 Amazon.com

Paypal
 This was a gift

Google Checkout

Name/Address:

Email address: _____

Products:

Item (s) for Return/Exchange	Qty	Reason	Size/color

Mail items to:

Footsteps Clothing LLC Attn: Paul Kingman - Returns/Exchanges
703 Red Top Hills Court
Cary, NC 27513

I would like a refund
 I would like to exchange for :

I would like a store credit

**Remember to send by insured method and retain your tracking number

How To Place a Return/Exchange:

Footsteps Clothing wants you to be completely satisfied with your purchase and gladly accepts back returns & exchanges according to our policy (see our full policy on our site under Purchasing Info). Please include this fully completed form with your return package and mail to the address above.

RETURNS FOR REFUND - There are a few exceptions to returns for refund:

- ❖ You can initiate a return for most new and unworn items within 30 days of delivery for a full refund.
- ❖ You must return items in new and unused condition with all original materials included with the shipment. We inspect all returned items and award a partial refund or deny the refund for damaged or used products.
- ❖ If the return is a result of our error or defective product we will replace the items immediately (please contact us right away) or refund the full cost of the merchandise and shipping charges.
- ❖ Holiday/Gift Items: We cannot offer refunds for Holiday-themed items returned to us after December 15. We are happy to encourage early shopping for holiday gift items. All holiday-themed items and items purchased as holiday gifts may be exchanged FOR SIZE up to 90 days from purchase date. We cannot offer refunds on any items after 30 days, but are happy to ensure you have purchased the correct size.
- ❖ Large orders: Orders returned for refund in value of \$200 or greater will be subject to a **15% restocking fee**. This fee will be deducted from your refund amount. We are ALWAYS happy to offer exchanges for size on any order.
- ❖ Please allow up to 7 days for refunds (excluding shipping charges and restocking fee, if any) to be applied.

EXCHANGES - Exchanges for size are always fast and easy:

- ❖ Sets : Partial returns/exchanges – Yes! We are happy to offer exchange for a part of a set. For example, If your PJ top fits great but you prefer a larger size pants, no problem. Just complete the Return/Exchanges form for the partial set item.
- ❖ Holiday/Gift Items: All holiday-themed items and items purchased as holiday gifts may be exchanged FOR SIZE up to 90 days from purchase date.
- ❖ Non-holiday items can be exchanged within 30 days of the purchase date.
- ❖ Please allow 3-5 days for your exchange items to ship to you.

Thank you for shopping at FootstepsClothing.com !!

*Footsteps Clothing LLC reserves the right to revise its return policy at any time.