

# US.ECCO.COM

## RETURN AUTHORIZATION FORM

We want your shopping experience with us to be easy and enjoyable. If you wish to return your us.ecco.com online purchase, you can easily return it by mail or to your local participating ECCO Retail or ECCO Outlet Stores. Simply follow the instructions below.

- \* Only **unworn** items will qualify for return within 60 days of purchase
- \* All returns should be packed in their original package
- \* Only items purchased via us.ecco.com are eligible for return
- \* All shipping charges are non-refundable
- \* **We do not offer exchanges.** Our product availability changes daily and we cannot guarantee size/color/style availability when we receive your return.
- \* We make every effort to process your return as quickly possible. Please allow 2-4 weeks for your return to be processed. You will receive an email confirming your credit
- \* Credit will be given to the original form of payment

### 1). Reason for Return

- |                              |                              |                              |                          |
|------------------------------|------------------------------|------------------------------|--------------------------|
| E01 <input type="checkbox"/> | Too small                    | E04 <input type="checkbox"/> | Did not fit correctly    |
| E02 <input type="checkbox"/> | Too large                    | E05 <input type="checkbox"/> | Item not as shown online |
| E03 <input type="checkbox"/> | Cancelled order              | E06 <input type="checkbox"/> | Wrong style/size in box  |
|                              | E07 <input type="checkbox"/> | Other                        |                          |

### Special Instructions:

### 2). RETURN BY MAIL:

#### **Registered Users:**

All qualifying registered users orders will receive a pre-paid return label on the other side of this form. Simply enclose this return form with your merchandise in a securely wrapped package. Place your return label to your package and bring it to your local carrier indicated on the return label. Please note that this label is for domestic shipments only and is valid for 60 days from date of purchase. All returns coming from outside the USA must pay return shipping. Please keep a copy of the tracking number for your records.

#### **Non Registered Users:**

All non registered users orders should be sent back via US MAIL or by a private carrier. We recommend that you insure your package and request a tracking number. Please note that we cannot accept C.O.D. deliveries. Shipping charges and any shipping taxes are not refundable.

ECCO Internet  
16 Delta Drive  
Londonderry, NH 03053  
Attn: Returns Dept.

### 3). RETURN TO STORE:

You can return your ECCO online purchase to any of our company owned ECCO Retail or ECCO Outlet Stores.

Independent retailers that carry ECCO shoes **do not** accept returns from us.ecco.com

Please bring the following items with you when returning to a company owned ECCO Store:

- \*Order and email shipping confirmation
- \*Packing list that was included with your purchase
- \*The merchandise in unworn condition and in the original box
- \*Valid ID
- \*Your original form of payment
- \***PayPal orders will be given store merchandise credit only**

Any questions, please contact customer service via email at [eccousa@ecco.com](mailto:eccousa@ecco.com). Visit [us.ecco.com](http://us.ecco.com) for ECCO customer service hours.