



Thank you for shopping with us. We appreciate your business and want you to be satisfied with your purchase. Therefore, we provide advice below for the fit and care of your new footwear.

Before you hit the pavement, trail, ...or beach in your new footwear, be sure you have a proper fit.

Be sure to test your new footwear on a clean, indoor carpeted surface for a minimum of one hour to be positive you have a proper fit.

Try on both shoes; most people have one foot slightly larger than the other.

These fitting recommendations are for your benefit as we want your new footwear to be comfortable and long-lasting.

Procedures for your Exchange or Return:

• Within 30 days of receiving this shipment, you may return any product in its *original* condition for a refund or exchange.

“Please keep in mind all returns requests (exchange/refund) will be processed as received. We cannot make any changes to the return or action requested upon receipt.”

• We have a one-year warranty against defective material and/or workmanship. If you have a warranty claim please contact our office for support.

• For your protection, we recommend you use an insured courier trackable method for returning your package to us.

• Please note that we cannot refund or exchange items not in their original condition. All returns and exchanges must be clean and free of all dirt & debris.

• Expect your return to take 5 - 7 business days from the date we receive it. Refunds will be in the same form as original payment. Exchange may be on backorder and can take an additional 2-6 weeks.

• Please mail your return to:

Returns Dept.
3175 Mission Oaks Blvd.
Camarillo, CA 93012

• Shipping and Handling charges are non-refundable.

Item(s) Being Returned

Item Number	Color	Size	Description	Quantity	Original Invoice Number	Purchase Date

Exchange (If items below are sold out, a refund will be issued)

First Choice			Second Choice			Third Choice		
Item#	Color	Size	Item#	Color	Size	Item#	Color	Size

Refund (Refunds are issued to the original form of payment)

The Reason for My Return is:

- I received a duplicate order
- The wrong item was shipped me
- The item arrived defective (describe below)
- The package was damaged in shipping
- I ordered the incorrect item
- The product did not meet my expectations
- The item does not fit
- I do not like the color
- The item styling is not what I expected
- I simply changed my mind

Special Instructions or Comments:

Deckers Outdoor
For all your footwear needs
Teva www.teva.com (800) 367-8382
Simple Shoes www.simpleshoes.com (866) 896-3708
UGG Australia www.uggaustralia.com (888) 432-8530
Tsubo www.tsubo.com (866) 998-7826