

Return/Exchange Form

STEP 1 fill out Contact/Ship To Information

ORDER # _____

NAME _____

ADDRESS _____

CITY _____

STATE _____ ZIP _____

PHONE NUMBER () _____

E-MAIL _____

STEP 2 List items you are returning including reason for return. (See chart below)

Name	Size	Color	Reason code	Exchange (Tick)	Refund (Tick)	Remarks

REASON CODES: Enter the reason code in step 2.

FIT

- 1. Size Small
- 2. Size Big
- 3. Slipped off
- 4. Pinched Toe
- 5. Rubbing against heel

QUALITY

- 5. Did not like the height
- 6. Did not like the fabric
- 7. Did not like the style
- 8. Did not like the color
- 9. defective

SERVICE

- 10. Arrived too late
- 11. Wrong item arrived

OTHER

- 12. Changed mind
- 13. Ordered Wrong item

Attach pictures

Returns & Exchanges

At 7or9, if you're not happy with your purchase for any reason, please Contact Us directly, and we will offer you solutions according to your case.

General Return Policy

1. Online purchases (Final sale items and gifts excluded) made through 7or9 are valid for exchange or return within 30 days from the date you've received all your items.
2. Items must be unworn, unstained and unaltered, come with all original tags and their original packaging.

How to process a return?

1. To request a Return Merchandise Authorization (RMA) for an order, please first download RMA form, email customer service at support@7or9.com with order information (order number, item, reasons for returning or exchanging, plus other comments) and we advise you to take clear pictures of front, out sole and shoe box of items you want to exchanging or return.
2. Our support team will reach out to you with instructions after we receive your return request.
3. Place your item(s) into the original packaging, Print the return label and tape it on the outside of the package. Inside the return package, please enclose your RMA along with your items.
4. Drop off the package to an your nearest shipping station.
5. we will process your return or exchange as soon as we receive it.

Refunds:

The refund time will depend on the payment method you used for your order.

PayPal refunds: 3 business days.

Credit card refunds: 7-14 business days.

Exchanges:

It will take up 3 business days for us to arrange the reshipment for you.