



www.elmshoes.com
1-866-ELM-SHOE

Thank you for shopping with us!

Returns and Exchanges

All returns and exchanges must be unworn and in original box. Please enclose a copy of your receipt, along with instructions on whether you would like to make an exchange or to have a refund issued to your original credit card. **Shoes must be shipped in a shipping carton; shoe boxes taped and shipped without shipping carton will not receive full credit.**

Exchange Policy

New unworn merchandise may be exchanged for a different style or size within 30 days of receipt of merchandise.

Return Policy

New unworn merchandise may be returned within 30 days of receipt for a full refund (minus shipping cost on orders below \$75) to the credit card used to place the order. New unworn merchandise returned after 30 days will be credited at the current selling price.

Worn merchandise is not returnable unless it is defective.

Defective merchandise may be returned for inspection, please include your name, address, phone number, and e-mail address. Shoes that are found defective will be replaced or store credit will be issued if a replacement is not available. If the shoes are not found defective or partial credit is issued, you will be notified by phone or e-mail.

All shoes are guaranteed against defects in workmanship.
We do not guarantee wear.

If you have any questions please e-mail us at info@elmshoes.com or call us Monday, Tuesday 9-6, Wednesday, Thursday, Saturday 9-5, and Fridays 9-8 at 1-866-ELM-SHOE. We'll be glad to hear from you!

Please ship all returns to:

E.L.M. Shoes, Inc.
Attention: Returns
3 Center Square
Greencastle, PA 17225