



**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 \$99) 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](mailto:info@elmshoes.com) or call us Monday 9-6, Tuesday, Wednesday and Saturday 9-5, Thursday and Friday 9-7 at 1-866-ELM-SHOE. We look forward to serving you and your family!

Please ship all returns to:

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

  
E.L.M. Shoes  
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3 Center Square  
Greencastle, PA 17225



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(Cut on dotted line; use as return label)

Please complete the following information when returning an order.  
Before returning shoes, please refer to our return policy enclosed.

Order #:  Date:

Name:

Address:

City:  State:  Zip:

E-mail:

(used ONLY to notify customer of return refunds)

Reason for return:

Too big:  Too little:  Wrong color:  Defective:

Not as expected:  Didn't like:  Other:

If other, explain:

I would like a:

Refund:  (\*A refund will be issued through our online service, Authorize.net, onto the original credit card used\*)

Replace:  Style  Size  Width

Comments  
or  
Questions?