surestep
RETURN FORM

If you are not 100% satisfied with this product, you can return or exchange it for free. In order to ensure a full refund or a quick exchange, we ask that you complete this form and follow the shipping instructions below.

CUSTOMER INFORMATION

Date _____

Company _____ Contact _____

Phone _____ Fax _____

Email _____ Invoice #_____

Patient Name (If applicable) _____

BILLING ADDRESS _____ Suite #_____

City _____ State _____ Zip _____

SHIPPING ADDRESS _____ Suite #_____

City _____ State _____ Zip _____

RETURN ITEM Please indicate which product you are returning.

Product		Product	
☐ Athletic Shoes	Size _____ ☐ White/Pink Trim ☐ White/Blue Trim ☐ Black	☐ DCO	☐ Infant ☐ Pediatric ☐ Adult
☐ Sandals	Size _____ ☐ Pink ☐Black	☐ Criss Crossers	☐ X-Small ☐ Small ☐ Medium ☐ Large

REASON FOR RETURN Check all that apply and add any additional comments you may have regarding the merchandise.

Sizing	Service	Quality	
☐ Too Small	☐ Wrong Item Shipped	☐ Defective Product	☐ Fabric/Material Performance
☐ Too Large		☐ Battery Malfunctioned	☐ Product Did Not Meet Expectations

ADDITIONAL COMMENTS_____

_____

_____

_____

EXCHANGE Reorder product in the correct size/color here (shoes are available in toddler size 3 - youth size 12, half sizes are not available).

Product		Product	
☐ Athletic Shoes	Size _____ ☐ White/Pink Trim ☐ White/Blue Trim ☐ Black	☐ DCO	☐ Infant ☐ Pediatric ☐ Adult
☐ Sandals	Size _____ ☐ Pink ☐Black	☐ Criss Crossers	☐ X-Small ☐ Small ☐ Medium ☐ Large

RETURNS: REIMBURSEMENT INFORMATION ☐ Existing Surestep Account

Those without an existing account must provide the credit card information used in the original purchase. Please call a Surestep Customer Service Representative with any questions you may have regarding your order.

Credit Card Number

☐ Discover ☐ Visa ☐ MasterCard ☐ American Express

Expiration Date

Month Year

Security Code

X _____

Signature (as shown on credit card)

_____

Date

SHIPPING INSTRUCTIONS

These instructions must be followed to receive full reimbursement for your return.

- Returns must be unworn, in the state you received them and in the original packaging
- Merchandise must be shipped in a well-sealed box
- For shoe returns, all listed items must be included: shoes, laces, inserts, shoe box, shoe return form
- For Criss Crossers returns, the pants and battery must be included in the return shipment
- For DCO returns, all listed items must be included: the brace, 3 uprights, 4 elastic bands, 3 headbands

For detailed information on returning a specific product, please reference the instruction guide provided with your merchandise

SHIPPING ADDRESS

17530 Dugdale Dr.
South Bend, IN 46635

QUESTIONS?

Call 877.462.0711 to speak with a customer service representative

07/2015