

Thank You!

1-800-746-3411
8:00am - 1:00pm PST (11:00am-4:00pm EST)
exchangereturn@soholab.com

Thank you for your SoHo Lab shoe purchase. We look forward to serving you in the future. If you have any questions please call us at 1-800-746-3411 (Mon - Fri from 8:00 am - 1:00 pm PST). Visit soholab.com for over 900 styles for women, men, girls and boys.

NEED TO EXCHANGE OR RETURN YOUR SHOES? PLEASE COMPLETE AND ENCLOSE THIS FORM WITH YOUR ORIGINAL PACKAGE
 Please pack shoes carefully in the original carton, and send your shoes to the address listed below. Please allow 4-6 weeks for your exchange to be processed. For your protection, we suggest that you send your shoes insured and mail to:

soholab.com - Exchange/Returns
1777 South Vintage Avenue
Ontario, CA 91761

Damaged shoes: If your parcel arrives damaged, please call customer service at 1-800-746-3411 (8:00am - 1:00pm PST)

EXCHANGE SHOES SHOULD BE SHIPPED TO:

NAME: _____
 STREET: _____
 CITY: _____
 STATE: _____ ZIP: _____

Please supply your phone and email so we may contact you with questions.

YOUR PHONE NUMBER: _____
 YOUR EMAIL ADDRESS: _____

ORDER NUMBER or CUST PO# _____

Exchange / Return Policy

Shoes unworn are returnable. Make sure the fit is acceptable before wearing the shoes outdoors. To exchange or return: (1) Enter the following: Reason Code Quantity, Style Number, Shoe Description, Size, Color and Price in the form below. (2) Complete and return it to us within 45 days of shipment. Your order number is required for processing your return.

At soholab.com/returns view our Return Policy

REASON CODES		
1-FIT TOO SMALL	5-NOT SATISFIED	9-OTHER: PLEASE DESCRIBE _____
2-FIT TOO LARGE	6-WRONG MERCH. SENT _____	_____
3-DO NOT LIKE COLOR	7-DAMAGED _____	_____
4-DO NOT LIKESTYLE	8-DEFECTIVE _____	_____

PLEASE INDICATE YOUR PREFERENCE BELOW:

EXCHANGE

We'd love to send you SoHo Lab shoes. Visit soholab.com, search our 1200 styles and please tell us what shoes you would like for us to send as a replacement:

EXCHANGE MERCHANDISE

Reason	Qty	Style No.	Description of shoes to be sent	Size	Color	Price	Total

Exchanges will be of equal or lesser value of the shoe(s) being returned.

REFUND/CREDIT

Please allow 4 - 6 weeks processing time for refunds or exchanges.

RETURNED MERCHANDISE

Reason	Qty	Style No.	Description of shoes to be sent	Size	Color	Price	Total

FOR OFFICE USE ONLY

STOCK	DAMAGED

RETURN LABEL

FROM _____

RETURN LABEL

FROM _____

soholab.com - Exchange/Returns
1777 SOUTH VINTAGE AVENUE
ONTARIO, CA 91761

soholab.com - Exchange/Returns
1777 SOUTH VINTAGE AVENUE
ONTARIO, CA 91761