



Thank you for shopping with us. We appreciate your business and want you to be satisfied with your purchase. Therefore, we provide advice below for the fit and care of your new footwear.

Before you hit the pavement, trail, ...or beach in your new footwear, be sure you have a proper fit.

Be sure to test your new footwear on a clean, indoor carpeted surface for a minimum of one hour to be positive you have a proper fit.

Try on both shoes; most people have one foot slightly larger than the other.

These fitting recommendations are for your benefit as we want your new footwear to be comfortable and long-lasting.

**Procedures for your Return:**

- Within 30 days of receiving this shipment, you may return any product in its *original* condition for a refund.
- Please keep in mind all return requests refund will be processed as received. We cannot make any changes to the return or action requested upon receipt.
- We have a one-year warranty against defective material and/or workmanship. If you have a warranty claim please contact our office for support.
- For your protection, we recommend you use an insured courier trackable method for returning your package to us.
- Please note that we cannot refund items not in their original condition. All returns must be clean and free of all dirt & debris.
- Expect your return to take up to 3 weeks from the date we receive it. Refunds will be in the same form as original payment.
- Please mail your return to:
  - Deckers Europe Ltd**
  - Returns Department**
  - Door 6**
  - C/O Wincanton Logistics**
  - Rockware Avenue**
  - Greenford**
  - UB6 0AA**
  - London, ENGLAND**
- Shipping and Handling charges are non-refundable.

**Your Information (Please print)**

Name	Address	Phone
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**Item(s) Being Returned**

Item Number	Color	Size	Description	Quantity	Original Invoice Number	Purchase Date

**Refund** (Refunds are issued to the original form of payment)

**The Reason for My Return is:**

- I received a duplicate order
- The wrong item was shipped to me
- The item arrived defective (describe below)
- The package was damaged in shipping
- I ordered the incorrect item
- The product did not meet my expectations
- The item does not fit
- I do not like the color
- The item styling is not what I expected
- I simply changed my mind

**Deckers Outdoor**  
For all your footwear needs

**Teva** www.teva.com +02030 279 009  
**Simple Shoes** www.simpleshoes.com +02030 279 998

**Special Instructions or Comments:**

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