

# CA.ECCO.COM

## RETURN AUTHORIZATION FORM

We want your shopping experience with us to be easy and enjoyable. If you wish to return your ca.ecco.com online purchase, you can easily return it by mail or to your local participating ECCO Retail or ECCO Outlet Stores. Simply follow the instructions below.

- \* Only **unworn** items will qualify for return within 30 days of purchase
- \* All returns should be packed in their original package
- \* Only items purchased via ca.ecco.com are eligible for return
- \* All shipping charges are non-refundable
- \* **We do not offer exchanges.** Our product availability changes daily and we cannot guarantee size/color/style availability when we receive your return.
- \* We make every effort to process your return as quickly possible. Please allow 2-4 weeks for your return to be processed. You will receive an email confirming your credit
- \* Credit will be given to the original form of payment

### 1). Contact/Billing Information

Name \_\_\_\_\_  
Address \_\_\_\_\_  
City \_\_\_\_\_ St \_\_\_\_\_ Zip \_\_\_\_\_  
Email \_\_\_\_\_  
Phone \_\_\_\_\_

Order #: \_\_\_\_\_

### 2). Reason for Return

- |                              |                              |                              |                          |
|------------------------------|------------------------------|------------------------------|--------------------------|
| E01 <input type="checkbox"/> | Too small                    | E04 <input type="checkbox"/> | Did not fit correctly    |
| E02 <input type="checkbox"/> | Too large                    | E05 <input type="checkbox"/> | Item not as shown online |
| E03 <input type="checkbox"/> | Cancelled order              | E06 <input type="checkbox"/> | Wrong style/size in box  |
|                              | E07 <input type="checkbox"/> | Other                        |                          |

### Special Instructions:

### 3). RETURN BY MAIL:

All orders should be returned sent back via Canada Post or by the carrier of your choice. We recommend that you insure your package and request a tracking number. Please note that we cannot accept C.O.D deliveries. Shipping charged and any shipping taxes are not refundable.

Ingram Micro  
C/O ECCO Shoes  
88 Foster Crescent  
Mississauga, ON  
L5R 4A2

### 4). RETURN TO STORE:

You can return your ECCO online purchase to any of our company owned ECCO Retail or ECCO Outlet Stores.

Independent retailers that carry ECCO shoes **do not** accept returns from ca.ecco.com

Please bring the following items with you when returning to a company owned ECCO Store:

- \*Order and email shipping confirmation
- \*Packing list that was included with your purchase
- \*The merchandise in unworn condition and in the original box
- \*Valid ID
- \*Your original form of payment

Any questions, please contact customer service via email at [eccocanada@ecco.com](mailto:eccocanada@ecco.com). Visit [ca.ecco.com](http://ca.ecco.com) for ECCO customer service hours.