



EXCHANGE / RETURN FORM

Instructions:

- 1) Pack all merchandise in the original packaging along with a completed return/exchange form. *Failure to include a completed form could result in additional processing time of up to 30 days from our time of receipt.*
- 2) We highly advise securing a tracking number for your return as TOMS will not be liable for any return packages lost in transit.
- 3) Once we've received your exchange request, please allow up to 10 business days for processing.
- 4) You will receive a confirmation email when your return or exchange has been processed.
- 5) For refunds, please allow 1-2 billing cycles for the credit to appear on your statement.

MY INVOICE # IS: W _____

(Is located in the lower left corner of your packaging slip)

Check the reason for your return:

Size exchange only, to size: Mens ____ Womens ____ Youth ____ Tiny ____ Apparel ____

New style: _____ *(ex: 001001B07-RED Womens 8)*

Enter Size: Mens ____ Womens ____ Youth ____ Tiny ____ Apparel ____

Please refund. *NOTE: If a TOMS gift card payment method was used, a store credit will be issued.*

Was this a gift? Yes No If **yes**, the original purchaser's name _____
(Along with the invoice number, this information helps us locate the original purchase in our system, and efficiently process your exchange request)

GIFT EXCHANGES

If your item(s) were a gift, but you'd prefer your exchanged-item sent to a different address than the original order, please provide the new shipping contact information below:

Name: _____

Shipping Address: _____

City, State, Zip Code: _____

Email Address: _____

Phone Number: _____

Send your return to:

TOMS Exchanges>Returns
c/o AMS
28220 Industry Drive
Valencia, CA 91355

Please note: TOMS Shoes does not accept worn or damaged merchandise for return or exchange.