

Thank you for your order!

We hope you enjoy your purchase.
Do you have any questions or concerns? We'd love to hear from you!

Softstar Shoes
914 Main Street
Philomath, OR 97370

Phone: (541) 753-5845
Mon–Sat, 10am–4pm (PT)
elves@softstarshoes.com

We are happy to help you with returns or exchanges. Unworn items in like-new condition (excluding clearance items) may be returned for a refund or exchange within 45 days. Please obtain tracking information for any shoes you ship back to us.

Returns or Exchanges

If helpful, use this return shipping label to address the return box. Return shipping costs are not reimbursed.



Shipping Label

Cut out the information form below, fill it out completely and include it in the box with your return/exchange.



Information Form



From: _____

To: **Softstar**
914 Main Street
Philomath, OR 97370

Purchaser's Name:

Invoice/Order #:

Check one:

- I would like a refund to my original form of payment.
- I would like store credit for my shoes.
- I would like the elves to exchange my shoes for a different size or style. Please contact me if there is a price difference. Here's what should change:

Where should exchanges be sent?

- The same shipping address.
- New address. Please provide:

Do you have any other notes, comments or feedback that may help us improve our shoes or your shopping experience? We'd love to hear it!

Add additional paper, if necessary: