



Repair Request

Before sending us shoes for repair, please contact our friendly customer service team to find out if the repair is possible (elves@softstarshoes.com or 541-753-5845). We may request an emailed photo of the damage. Keep in mind that we can often re-sew stitching that has come undone or replace elastic on our Roo moccasins and Ramblers, but we cannot re-sole RunAmocs, patch holes in soles or replace elastic on child sandals.

Your name: _____

Shipping address: _____

Phone: _____ Email: _____

Purchaser's name (if different from above): _____

Describe what needs to be repaired: _____

[REQUIRED] Please read and check both items below:

I have cleaned the shoes.

Please either wash shoes per care instructions on our website or vacuum the shoes and wipe all dirt off both inside and outside. We cannot repair dirty shoes as our machines break down if dirt or sand gets in them. ***Dirty shoes will be mailed back without repair at customer's expense.***

I have included a payment of \$5.00 for return shipping within USA or Canada (\$16 for international destinations).

We accept checks made payable to Softstar or VISA/MasterCard (use form below). You may also opt to give us credit card information by phone: 541-753-5845.

Card #: _____ - _____ - _____ - _____ Exp. Date: _____ 3-Digit CVC: _____

Mail shoes with this form to:

Softstar
914 Main Street
Philomath, OR 97370

Please include any additional comments that may help us assist you. Write on the back if you need more room: