



HOW TO RETURN AN ITEM OR AN ENTIRE ORDER

Should you need to return your purchase, you have 20 days from the date of the invoice to arrange your exchange or return and have your items sent back to us. Please follow the steps below to return your purchase:

1. GET YOUR RETURN/EXCHANGE FORM READY

On the reverse of this page please choose the reason for return. If you would like to exchange an item, list the product code, description and size of the product you would like to receive. Please contact the Customer Care to book and hold your exchange order at 855-852-9982.

2. PREPARE YOUR PACKAGE

Pack your merchandise and all its contents (including box and dust bags) securely, in the original package and include this return/ exchange form. Affix your pre-paid label to the package (provided), making sure no other tracking labels are showing.

3. SHIP YOUR PACKAGE OR RETURN YOUR ITEMS AT A ROGER VIVIER BOUTIQUE

Drop your shipment off at any UPS drop box or store; if you have any questions regarding these locations please contact UPS at +1 800 823 7459 or visiting UPS.com. Should you choose to return your items to one of the Roger Vivier Boutiques located in the United States, please visit <http://www.rogervivier.com/en-us/boutique/> for a list of all stores in the United States. Please bring with you the original purchase receipt enclosed to your Shipment Confirmation email and the return form attached hereto.

Please note, all returns in store will be sent to our warehouse and credited once received and processed.

4. EXPECT YOUR REFUND OR EXCHANGE

Once your returned item has been received and inspected for integrity and compliance with our return policy, ROGERVIVIER.COM will refund the cost of the returned item(s) (excluding any shipment cost, if applicable) within 15 days after it is received. Refunds will be issued using the same payment method originally used for the purchase. While ROGERVIVIER.COM will try to accommodate a request for an exchange, ROGERVIVIER.COM cannot guarantee that it will be able to exchange the item as you requested.

If ROGERVIVIER.COM is unable to fulfill your exchange request a refund will be issued.

CUSTOMER CARE

Please call 855-852-9982 or email Rogervivier-us@store.italiantouch.com
The advisors are available Monday - Friday 9am - 6pm, except for public holidays.

RETURN POLICY

The item must be returned unused in its original conditions with packing material, complete of accessories (including the dust bag and box), tags attached to the products together with any product instructions. The item shall be returned in the same external packaging it was shipped in. Please try your shoes on a carpeted surface to protect the soles. Returns that do not meet our policy will be sent back to you.

ROGERVIVIER.COM does not allow exchanges and refunds at our Boutiques, outlet stores or at shop-in-shop located inside department stores for any of the goods purchased on ROGERVIVIER.COM. ROGERVIVIER.COM does not allow exchanges and refunds for any of the goods purchased in store, at outlet stores and shop-in-shop located inside department stores at ROGERVIVIER.COM. We accept returns in our Boutiques located in the United States only for items delivered in within the United States.

ROGERVIVIER.COM cannot be held responsible for any items that are lost, stolen or damaged during shipment nor will refund the value of the goods wholly or partially. The 20 days return policy begins at the date of invoice and ends at the day you hand the package to UPS or Roger Vivier Boutique. ROGERVIVIER.COM reserves the right to refuse the return of items shipped after the expiration of the return period and/or are not unused and in their original and resalable condition and/or do not meet within the confines of our return policy. The exchange policy is that you will receive full credit for your original purchase followed by a new authorization and settlement of the exchanged item. Please allow 3 to 5 business days for your return credit to be processed. All Sale items are Final Sale. No exchanges or returns can be made on products sold at discount.

For any other terms of sale or return policy information and updates, please visit; www.rogervivier.com/en-us/customer-care/change/

ROGERVIVIER.COM
RETURNS/EXCHANGE FORM

Please complete this form to ensure a timely return

A. I WISH TOMAKE A: RETURN EXCHANGE

Name: _____

Surname: _____

Telephone: _____ E-mail: _____

Order No.: _____

B. PRODUCT RETURNED

Code	Description	Quantity
1. _____	_____	_____
2. _____	_____	_____
3. _____	_____	_____
4. _____	_____	_____

C. PRODUCT YOU WISH IN EXCHANGE

(Please call our Customer Care to reserve exchange, 855-852-9982)

Code	Description	Quantity
1. _____	_____	_____
2. _____	_____	_____
3. _____	_____	_____
4. _____	_____	_____

D. PLEASE INDICATE THE REASON FOR YOUR RETURN

- | | |
|---|--|
| <input type="checkbox"/> The color of the product received does not meet expectations | <input type="checkbox"/> The fit of the product does not meet expectations |
| <input type="checkbox"/> I am not completely satisfied with the product received | <input type="checkbox"/> The product received is not the one ordered |
| <input type="checkbox"/> The delivery arrived late | <input type="checkbox"/> The product received is defective |
| <input type="checkbox"/> Other, please explain: _____ | |

E. PRODUCT RETURNED IN STORE

RETURN TRACKING: _____

SALES ASSOCIATE: _____

DATE _____ SIGNATURE _____