



Return Form

Order Date: _____ **Order Confirmation #:** _____

Customer Name: _____

Item(s) being returned:

Internal Use Only:

CM: _____

Inv: _____

Tax: _____

Internal Use Only

Reason Code	Style	Color	Size	Quality Code

Reason Codes :

A	Size/fit is too small	F	Items not as shown on website
B	Size/fit is too big	G	Item is damaged*
C	Didn't like overall comfort/fit	H	Received the wrong item*
D	Changed my mind	I	Didn't like style
E	Ordered Multiple Sizes to try		

Comments:

Please Mail Back to:

Orthaheel Returns
 C/o Buffalo Warehouse
 1624 Pacific Street
 Union City, CA 94587

* Return Instructions on back*

Instructions:

1. Mail return paperwork and items being returned to the address listed on the return form.
2. Please mail back via a **trackable** method.
3. Once we receive your return please allow 10-15 business days to receive a refund.
4. You will see a credit issued to the credit card used for the original transaction from VASYLI LLC.

Include with Return:

- A Completed Return Form
- Copy of the Packing Slip
- Or*
- Copy of your Order Confirmation email

Please Note:

- **For Exchanges:** Your refund will be processed when we receive your returned item(s). Please place a new order online for the replacement item you wish to order. To get free shipping on your new order please enter the promotion code **EXSHIP** in the promotion code box (The promotion code box is located on the shopping cart page before you proceed to checkout.)
- Shipping and Handling charges are not refundable.
- If the item you received was damaged during transit, appears to be defective or you received an item that you did not order please call us at 1-888-882-7954 ext 123 for assistance.
- Your order confirmation number can be found on the order confirmation email you receive after you've placed your order. It is also listed on your pink packing slip as the "PO #" in the right hand column on the top half of the packing slip.