

Warranty and Exchange Guidelines

(Applicable only to products purchased at www.vibramfivefingers.com/)

Warranty

Within 90 days of the original date of purchase Vibram FiveFingers will **replace** any item that is defective. Please keep in mind that this does not include damages caused by excessive wear and tear. If you are not sure if your item has a factory defect, please contact customer service using the "Contact Us" section of our website. Please use "Returns and Exchanges" as the subject.

Size Exchanges

If you receive your FiveFingers and they are not the correct size you can return them for a **replacement within 30 business days of the original date of purchase**. All items returned for sizing reasons must be in new and unworn condition*.

All Other returns

Within 30 business days of the original purchase we will accept returns on clean and unworn FiveFingers* in the complete and original packaging.

-You can expect a refund in the same form of payment originally used for purchase within 30 days of our receiving your returned product.

*Any product that is received dirty, soiled, or unable to resell will be immediately returned to the consumer at our sole discretion.

Shipping Your Return

Please take a minute to fill out this form to tell us the nature of your return/exchange.

Please be sure to ship the package with a carrier that can provide tracking and insurance. Vibram FiveFingers can not be held responsible for lost packages without a proof of delivery. Shipping charges on all returns must be **prepaid**. We cannot accept C.O.D. deliveries. We do not charge to ship exchanges back to you.

Please ship all returns to the following address:

Barrett Distribution Centers
Attention: Vibram Returns
15 Freedom Way
Franklin, MA, 02038
978.318.0000 x751

We do our best to process RETURNS/EXCHANGES – not including shipping time – within 7 business days. However, this may take longer during periods of high volume.

Name of person **who placed original order** _____

Shipping: Name _____ Telephone # _____

Street _____ Email _____

City, State, Zip _____

Same Address as Original Order?	
Yes	No

Order #: WEB _____

Reason for Return (circle one or comment)

Too Big	Too Small	Sole Delam	Split Seam
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Comments:

Requested action (check one): Refund _____ Exchange _____

What would you like in exchange? Model _____ Color _____ Size _____

OR

Second choice: Model _____ Color _____ Size _____

If you are unsure on sizing please refer to the sizing chart on our website.

If you are making an exchange for a more expensive model: You must include your telephone number in the above-indicated space. A returns representative will contact you for your credit card information so that the difference may be charged to your card.