

Returns

We will accept returns of all **regular priced** unworn items in their original and undamaged packaging for 30 days after the original purchase date. Please contact us for a return authorization. All returns are subject to inspection before issuing a refund for the value of the item.

When sending the item back we recommend using traceable delivery method as Froddo Canada is not responsible for any items lost in transit.

Customers may request prepaid shipping label and the cost associated with the label will be deducted from the refund amount once the item has been received. Our actual shipping cost are not the same amount as the standard shipping charge for order under \$75.00 (\$150.00 USA)

Refunds

Once your return is received and inspected, we will send you an email to notify you that we have received your returned item. We will also notify you of the approval or rejection of your refund.

If you are approved, then your refund will be processed and a credit will automatically be applied to your credit card or original method of payment, within a certain amount of days. Shipping cost will not be refunded. If you received a free shipping you will be subject to a restocking fee as per the chart below.

Restocking Fees:

1 – 2 pairs:	\$9.50
3 – 4 pairs:	\$18.00
5 pairs and up :	restocking fee will be based on the original shipping charges

Refunds from USA – for the returns from USA the full amount of the invoice less the shipping cost of \$25.00 CAD will be refunded. If you received a free shipping, you will be subject to a restocking fee as per the chart below.

Restocking Fees (CAD\$):

1 – 2 pairs:	\$25.00
3 – 4 pairs:	\$30.00
5 pairs and up :	restocking fee will be based on the original shipping charges

Late or missing refunds

If you haven't received a refund yet please contact your credit card company first as it may take some time before your refund is officially posted. If you've done all of this and you still have not received your refund yet, please contact us at toronto@froddo.ca.

Gift returns

If you have received a gift that you would like to return, the item must currently be for sale on our website and not "ON SALE" to be eligible for credit. You will receive store credit for the current selling price. If your item is eligible for a return, please contact us for authorization form. The credit will be given in a form of a coupon for the value of the item.

Store credit for gift returns does not include return shipping fees. When sending the item back we recommend using traceable delivery method as Froddo Canada is not responsible for any items lost in transit.

Sale items/Promotional items

Only regular priced items may be refunded, unfortunately sale items cannot be refunded. Items that were awarded or free are not eligible for return. Sale items can be exchanged for different size (delivery charge of \$10.00 for Ontario and Quebec, \$15 for all other Canadian provinces, and \$25.00 for USA applies).

Incorrect addresses / Refused deliveries

For the refused deliveries or providing the incorrect addresses the delivery charge will be deducted from the refund as follows:

\$15.00 Ontario & Quebec
\$25.00 all other provinces
\$45.00 USA

Exchanges

We stand behind our products 100% and want you to be happy with every purchase.

If an item purchased from Froddo.ca has a manufacturing defect, we will be happy to exchange the item for the same style and size within 90 days of purchase. (A manufacturing defect is a flaw in the construction of an item that affects appearance or function and that is not due to normal wear and tear). We cover the cost of return and sending a new pair to you. In case we don't have the exact style size to do the exchange we'll do a full refund or let you choose another style (any difference in price will be either billed out or refunded).

If you purchased the incorrect size we be happy to exchange the item within 15 days of the delivery date. You pay the return of the item and we'll cover the cost of sending you the new pair.

If you purchased the item somewhere other than froddo.ca, please work with the seller to return or exchange the item.

Return/Exchanges shipping back info:

Ship the items to:
Zagy Shoe Shop Ltd.
17 Formula Crt.
Toronto On M9B6L4.

When sending the item back we recommend using traceable delivery method as Froddo Canada is not responsible for any items lost in transit.

Please ensure that the shoe packaging is undamaged – you can reuse the polymer mailer or the shipping box to return the shoes.