



## Return Form - Online Purchase

Returning is easy and fast but keep in mind that we will only accept and refund the product if it is still in the original condition. It should be in the state which you received it in; unworn, clean, in the original packaging and within 28 days from the date of delivery to you.

### The return or exchange options we offer are:

**1: If you would like to exchange it for another size**, you may visit any Foot Locker store near you. Our store team will be able to assist you with exchanging it for a different size available in store, subject to availability.

**2: If you would like to return your product**, you can visit one of the Foot Locker stores near you for us to process the refund **OR** get our local carrier to come to your door to do a pickup for your product.

### By carrier, please follow the below instructions:

Email our Customer Care Team at [service@footlocker.kr](mailto:service@footlocker.kr) for eligibility assessment. Our team will get back to you on what to do next. Please provide the below information in your email:

- Subject header of email to indicate it is for the return of Foot Locker product.
- Your name
- Contact Number
- Email Address
- Order Number
- Product Number (SKU)
- Quantity of Returned Items
- Quantity of courier boxes to be collected.
- Reason for Return
- The address to pick up from (per your original delivery address)

Please fill up the form below and ensure all fields are complete. Then place this completed form with your product into a carton box, sealed with the return label. Please also do not stick anything onto the original sneaker box or product packaging. If so, your return will not be accepted. Our courier will refuse collection if items are not sealed upon collection. Please allow 4 days for us to assess and process your return once received at our warehouse. It may take additional time for the refund to appear in your account.

For more detailed information do look up our FAQ page, in “Exchange, Returns & Refunds” section.

ORDER NO	NAME	ORDER DATE

ITEM RETURNING SKU	SIZE	REASON FOR RETURN CODE	Reason for Return Codes	
			Unwanted / Changed my mind	(RET902)
			Return as item is too large/loose	(RET142)
			Return as item is too small/tight	(RET144)
			Ordered the wrong item	(RET900)
			Wrong item shipped**	(RET080)
			Wrong size shipped	(RET901)
			Item not as described / pictured	(RET035)
			Defective/ Damaged/ Poor quality	(RET020)

\*\* If you select reason for return code RET080, please state the product SKU you were supposed to receive.

Need help? Chat with us on Kakao!

