



Shaq.com
 c/o Zagwear
 33 Corporate Drive
 Orangeburg, New York 10962
 customershaqness@shaq.com
 845-398-9555

Returning an item

CUSTOMER SATISFACTION IS IMPORTANT TO US!

If you are not totally satisfied with your order, please return it within 30 days of the purchase date for a refund.

What can be returned?

Any merchandise that is in "as-new" condition, a wrong size, damaged or defective goods or if you received the wrong product can be returned for a refund.

When returning footwear, shoes must be placed inside of the original shoebox, then inside of a separate shipping box. Do not write on the original shoebox, tape it closed, or use it as a shipping box. Footwear returns will not be accepted unless both the shoes and shoebox are undamaged.

Are shipping charges reimbursed?

We will reimburse you for shipping if the merchandise being returned is due to an error fulfilling your order on our part. For example, we shipped the wrong item or the item is defective.

How do I make a return?

To send an item back to us, please complete and enclose the Returns Form below. Be sure to include your Name, the Order Number, the Item(s) you're returning, and a Reason Code. You may use any shipper you like, but we recommend purchasing tracking and insurance, as Shaq.com cannot be responsible for lost return shipments. Send your package to:

Shaq.com
 c/o Zagwear
 ATTN: Returns Dept.
 33 Corporate Drive
 Orangeburg, New York 10962

When will my card be credited?

Upon receipt of your return we will inspect the merchandise and advise you if there are any discrepancies. If there are no discrepancies with your return, we will send you an email stating the amount that was credited to your credit card.

Can I exchange merchandise?

If you'd like to exchange an item for something else on Shaq.com, please return the undesired item using the above process. Then, please place an order for your new item on Shaq.com. You do not need to wait for your exchange to process!

Returns Form

Order #: _____

Name: _____

Item #	Quantity	Unit Price	Total	Reason Code

Reason Codes:

- | | | | |
|----|---------------------------------|----|----------------------------------|
| 01 | Too Small | 05 | I changed my mind |
| 02 | Too Large | 06 | Package was damaged |
| 03 | Not as described or pictured | 07 | Product was damaged or defective |
| 04 | Product quality not as expected | 08 | Wrong item or wrong quantity |