

THANK YOU FOR SHOPPING AT VIVOBAREFOOT

Name	
Order Number	
Order Date	
Dispatch Date	
Tracking Number	

Product Code	Product Description	Quantity	Price	Return Code

SOMETHING WRONG?

If you have any queries regarding this order, please contact our customer care team:

Email: customerservices@vivobarefoot.com

Phone: +44 (0)207 048 0600

DO MY SHOES FIT?

If you're trying barefoot shoes for the first time, they may feel a little different to your other shoes. We recommend having at least a finger's width of space between the end of your toes and the end of your shoes when you're standing up. This is to ensure that your toes have plenty of space to splay and move as nature intended.

100 DAY RETURNS

If we receive your shoes at our warehouse within 100 days of delivery, we'll credit your original payment method with a full refund.

HOW TO GET YOUR REFUND

- 1 Visit www.vivobarefoot.com/customer-services/shipping-and-returns, choose the "Returns" tab at the top of the page and click the "Start My Return" button.
- 2 Enter your Order Number (this starts with GE) and Email address used to place the order and follow the instructions on how to print off your unique returns label.
- 3 Place the item(s) you'd like to return in the original package and secure with tape.
- 4 Stick the barcode to the outside of your package and take to your advised drop-off location.
- 5 Once we've received your package, we'll process your return as soon as possible. Timelines can vary - please allow up to 14 working days for your refund to be processed.

RECONNECT WITH NATURE

Follow us on @vivobarefoot and stay up-to-date with the latest news, products and events with VIVOBAREFOOT.

