

Return / Exchange

The products sold on this site are good quality on the market. However, that every customer is unique and we are flexible to meet your particular needs. Customer satisfaction in our products and services is our top priority. If for any reason, you are not content with your purchase please contact us immediately.

We will then provide instruction on where to return your shipment. For return/exchange, shoes must be in brand new condition as received, with the original box they came with without any tape or marks on the shoebox. You must return the products within seven days of receipt for exchange or refund. You must send your returned package via courier at your own expense and provide us with a tracking number in order for a refund/replacement to be issued.

We do not charge a restocking fee but in such cases, we lose the cost of the initial shipping to you and therefore, we can not pay for shipping both ways. Refunds are made in the same form as initial payment (ie. refunded on your credit card) and may take up to seven business days to process after we receive the tracking number for the returned goods. Kindly include when you contact us the following information. This will expedite the processing of your return.

Please submit your return request by email to us with the information requested below by simply copying and pasting the info requested and include them in the email you are sending and we will send you the details on how to send the shoes back for refund or exchange, usually within 12 hours after your email is received.

Returns and exchanges packages sending back to jordannike.com must be post marked within 14 days from when your request has been approved. It will take 5-10 business days to process all returns and exchanges. If the return/exchange isn't returned within the allotted time, we will not be able to process your return/exchange and will send a money request for shipping fee to ship the package back.

Return: Buyer pays for shipping back to jordannike.com in original condition & packaging. After inspection we will credit your paypal acct in the amount the buyer paid for the shoes less standard shipping & handling fee. For all shipping items, a \$20 shipping & handling fee (\$15 for each additional item returned) will be retained to cover shipping charge.

*Due to fluctuations in International currency exchange rate, international customers will receive refunds at the rate at the time of refund. jordannike.com receives payments in USD at the time of purchase and refund in USD at the time of refund. All currency conversions are done by Paypal.

Exchange: Buyer is responsible for shipping item back to jordannike.com with a \$12 money order (do not send check). If you are sending more than 1 item back for exchange, then it will be \$12 for the first item and \$6 for each additional item. The shipping fee will be used to ship the exchanged item(s) back to the buyer. Returns and exchanges back to jordannike.com must be posted marked within 14 days your request has been approved.

(* required)

* Return or Exchange:

* Name:

* Address:

* Email address:

*Shoe Brand:

*Shoe Style:

*Shoe Size:

Transaction # (optional):

Your Comments: