

100 % Satisfaction Guaranteed

Exchanges – Refunds – Returns

New Balance is committed to providing the RIGHT products for your footwear needs. If you are not happy with your purchase then simply return it within **60 days** for a full refund or an exchange.

Exchanges:

Item(s) being Exchanged				
Qty.	Style #	Size	Width	Price

Item(s) Desired				
Qty.	Style #	Size	Width	Price

1. **The original sales receipt MUST be enclosed.** Please make a Copy for your records.
2. All items must be received in new & unworn condition in original packaging within 60 days.
3. If you are requesting a model that is higher or lower in price, your credit card from original payment will be charged or refunded the difference.
4. Shipping fees on exchanges will be shared equally (i.e., you pay to ship merchandise back to us, we pay to ship replacement merchandise back to you).
5. If the item desired is out of stock, we will notify you via email.

Refunds:

Item(s) being Returned				
Qty.	Style #	Size	Width	Price

1. **The original sales receipt MUST be enclosed.** Please make a Copy for your records.
2. All items must be received in new & unworn condition in original packaging within 60 days.
3. Return shipping is the customer's responsibility and is non-refundable.

Manufacturing defects:

1. Worn shoes can be returned only if there is a problem due to a manufacturing defect.
2. New Balance shoes are guaranteed to be free of defects for 90 days from date of purchase.

Contact: returns@newbalanceharrisburg.com for a Return Authorization on manufacturing defects.

A Customer Service Team member will contact you with further details.

Ship items prepaid and insured to:

**New Balance
4600 Jonestown Road
Rt. 22 & Colonial Road
Harrisburg, Pa. 17109**

*** We suggest using a traceable carrier (i.e. UPS) for the safety of your package.**