

Refund policy

If you are not 100% satisfied with your purchase from billyfootwear.com you can return your item(s) for a refund. The **refund window is 30 days** from the date your order was fulfilled, i.e. the date your order shipped. Returns must be unworn, in the state you received them, and in the original packaging. Product not returned in the original packaging or original condition may not qualify for a refund. **Note: Items marked as “Final Sale” are not eligible for returns or an exchange given they were sold at clearance pricing.**

Refund. Most returns take 5-10 business days to arrive at our fulfillment center. Once your returned merchandise arrives at our fulfillment center, we will inspect your return, process it into our inventory, and authorize your refund. Depending on your credit card company, it may take an additional 2-10 business days for the credit to post to your account.

Note: The refund will be for merchandise items only. Shipping costs are non-refundable. Merchandise purchased through our retail partners is subject to the individual retail partner’s return policy.

Exchanges. BILLY Footwear does not have an exchange policy. Each product within an order (excluding items marked as “Final Sale”) receives one outgoing shipment and one incoming return. As such, feel free to return your shoes for reimbursement and place a new order for your new shoes whenever you are ready.

Automated return portal.

The BILLY Footwear [Return Portal](https://app.corso.com/billyfootwear) is available through the following link: <https://app.corso.com/billyfootwear>

Domestic return shipping. Domestic return shipping is free via prepaid shipping label.

Process. To initiate a return through the [Return Portal](https://app.corso.com/billyfootwear), you will need to provide your order number and the email address you used to place your order. From there, click the button “Start New Request”. On the next screen, click the “Return” button. Next, the portal will locate your order and ask you to select the item(s) you wish to return. Follow the prompts, adding details as you go. If you

select a gift card as your refund method, you will receive a 5% bonus. Of course, refunding to your original payment method is also an option.

Customers outside of the us. International returns are paid for by the customer. If you are outside of the United States and shipping your return to us, please generate a Packing Slip first via the [Return Portal](#) and send your return package to the following address:

BILLY Footwear Returns
7112 South 212th Street
Kent, WA 98032
United States of America

If you have any questions or concerns, please reach out to us at info@billyfootwear.com. We are always happy to help!

Thank you for your business and support. We sincerely appreciate it.

- Your friends at BILLY Footwear

[Automated Return Portal](#)