



No simple shoe return policy can cover all the possible situations that may come up, but the bottom line is: we want you to be running happily with your shoe purchase, and we will do anything reasonable to achieve that end. Here are our general guidelines on shoe returns:

DEFECTIVE SHOES:

** Any clearly defective shoe may be returned for full credit.

NON-DEFECTIVE SHOES - UNWORN

** Non-defective (i.e., not clearly defective) shoes may be returned for full credit if: returned within 30 days with no wear, in original box.

NON-DEFECTIVE SHOES - WORN

** Handled on a case-by-case basis. Partial credit may be allowed.

A FEW WORDS ABOUT FIT

We pride ourselves on fitting you for your running shoes. Fitting includes not only getting you in the proper size, but also getting you in the proper type of shoe. Good fitting means making good *recommendations* of the proper shoes for your individual needs.

Each fitting is different, but some of the needs that we take into consideration are: your footstrike; your foot shape; your weight; your running experience and current level of running; the amount and type of cushioning and stability that you need and/or desire; your previous shoe experience; and any of your individual requirements, like price, the shoe's weight, flexibility, brand, or even color.

As far as how the shoe should fit on your foot--people are different. Even similarly experienced runners vary. For example, some prefer their shoes *very* snug, some *very* loose, neither of which is recommended--in general. Using our experience, we can tell you what would be best--in general--and how the fit looks from the outside. But, because you are the one inside the shoe, you must ultimately take responsibility for the shoe fitting your foot well.

Actually, it's very much like any major purchase. You obtain reliable input from knowledgeable sources, and then use that information to make an informed decision of your own.