

# FootwearFusion Customer Support Knowledge Base

## Company Information

**Company Name:** FootwearFusion

**Founded:** 2018

**Headquarters:** Portland, Oregon

**Website:** [www.footwearfusion.com](http://www.footwearfusion.com)

**Customer Service Hours:** Mon-Fri 8am-8pm ET, Sat-Sun 10am-6pm ET

**Customer Service Phone:** 1-800-555-SHOE (7463)

**Customer Service Email:** [support@footwearfusion.com](mailto:support@footwearfusion.com)

## Product Information

### Product Categories

- Athletic Shoes
- Casual Shoes
- Formal Shoes
- Sandals
- Boots
- Children's Shoes
- Specialty (Hiking, Running, Basketball, etc.)

### Materials

- Full-grain leather
- Synthetic mesh
- Canvas
- Suede
- EcoFusion (our sustainable material)
- ComfortFoam (proprietary cushioning)
- TrailGrip (specialized outsole for hiking shoes)
- WaterShield (waterproof membrane)

### Sizing

- Men's US sizes: 7-14 (including half sizes)

- Women's US sizes: 5-11 (including half sizes)
- Children's US sizes: 1-6 (by age group)
- Width options: Narrow, Standard, Wide, Extra Wide

## **Order and Shipping Policies**

### **Order Processing**

- Orders typically process within 1-2 business days
- Confirmation email sent immediately after order placement
- Shipping confirmation with tracking number sent when order ships

### **Shipping Options**

- Standard Shipping: 5-7 business days (\$5.99 or free on orders over \$75)
- Expedited Shipping: 2-3 business days (\$12.99)
- Next Day Shipping: Next business day if ordered before 1pm ET (\$24.99)
- International Shipping: Available to select countries (7-14 business days)

### **Tracking Orders**

- Track via account on website
- Track via link in shipping confirmation email
- Contact customer support with order number for assistance

## **Return and Exchange Policy**

### **Return Policy**

- 60-day return period for unworn shoes in original packaging
- Returns can be initiated online or by calling customer service
- Free return shipping with prepaid label
- Refunds processed within 7-10 business days after receipt

### **Exchange Policy**

- Free exchanges within 60 days
- Exchange for different size or style
- Replacement shipped once original item is received or can be expedited for additional fee

### **Exceptions**

- Sale items marked "Final Sale" cannot be returned or exchanged
- Custom designed shoes cannot be returned unless defective
- Worn shoes cannot be returned unless defective

## **Warranty Information**

### **Standard Warranty**

- All shoes come with a 90-day warranty against manufacturing defects
- Defects include: separation of sole, broken eyelets, premature deterioration

### **Premium Warranty**

- Premium Collection shoes come with a 1-year warranty
- TrailMaster hiking boots come with a 2-year warranty
- Warranty covers repair or replacement at company's discretion

### **Warranty Claims Process**

1. Contact customer service with proof of purchase
2. Submit photos of the defect
3. Receive return authorization if approved
4. Ship item back for inspection
5. Receive repair, replacement, or store credit

## **Loyalty Program - StepRewards**

### **Membership Tiers**

- Bronze: 0-499 points (1 point per \$1 spent)
- Silver: 500-999 points (1.5 points per \$1 spent)
- Gold: 1000+ points (2 points per \$1 spent)

### **Benefits**

- Bronze: Free standard shipping, birthday discount
- Silver: All Bronze benefits + early access to sales, exclusive styles
- Gold: All Silver benefits + dedicated customer service line, free expedited shipping

### **Point Redemption**

- 100 points = \$10 reward
- Points expire after 18 months of inactivity

- Points cannot be combined with other promotional discounts

## Frequently Asked Questions

### Product Care

**Q: How should I clean my leather shoes?**

A: Wipe with a damp cloth, use a mild soap if needed, and allow to air dry. Apply leather conditioner occasionally to prevent cracking.

**Q: Are your waterproof shoes completely waterproof?**

A: Our WaterShield technology provides protection in rain and wet conditions but is not designed for full submersion or extended exposure to heavy water.

**Q: How do I keep my white athletic shoes clean?**

A: Remove surface dirt with a soft brush, then clean with mild soap and water using a soft cloth. For tough stains, use our FootwearFusion Cleaning Kit.

### Sizing

**Q: Do your shoes run true to size?**

A: Most of our styles run true to size, but athletic shoes may run slightly small. Check the product page for specific sizing recommendations.

**Q: How do I measure my foot size at home?**

A: Stand on a piece of paper, trace your foot, measure the length from heel to longest toe in inches, and refer to our size chart on the website.

### Orders

**Q: Can I modify or cancel my order?**

A: Orders can be modified or canceled within 2 hours of placement. Contact customer service immediately.

**Q: Do you offer gift wrapping?**

A: Yes, gift wrapping is available for \$4.99 per item and includes a personalized message.

### Special Programs

**Q: Do you offer student or military discounts?**

A: Yes, we offer 15% off for verified students and 20% off for active military and veterans through ID.me verification.

**Q: Do you have a recycling program for old shoes?**

A: Yes, our ReSole program accepts any brand of used shoes for recycling. Return shipping is free, and you'll receive a 15% discount on your next purchase.

## **Troubleshooting Common Issues**

### **Website Issues**

- Clear browser cache and cookies
- Try a different browser
- Ensure you have the latest version of our mobile app
- Check internet connection

### **Payment Issues**

- Verify billing address matches credit card information
- Ensure card is not expired or over limit
- We accept Visa, Mastercard, American Express, Discover, PayPal, and Apple Pay
- Contact your bank if payment is declined

### **Account Access**

- Use the "Forgot Password" link for password reset
- Ensure email address is entered correctly
- Check spam folder for reset emails
- Contact customer support if issues persist

## **Special Situations Reference**

### **Gift Returns**

- Returns without receipt issued as store credit at current selling price
- Gift receipts allow for exchanges or store credit
- Original purchaser's information not disclosed to gift recipient

### **Discontinued Items**

- Check outlet section of website for discontinued styles
- Sign up for notifications if specific style might return
- Customer service can suggest similar current styles

### **Back-ordered Items**

- Customers notified via email if item is back-ordered after purchase
- Option to wait or cancel for full refund
- Estimated restock dates provided when available

### **Limited Edition Releases**

- Sign up for VIP alerts for limited edition drops
- Limited edition items typically released on Fridays at 12pm ET
- Purchase limits may apply to high-demand items