

Return Policy FAQs

1. What is the Return Policy for shoes?

We give you 60 days to try out your shoe purchase to make sure it works for you.

Here's what you need to know:

- You can return within 60 days of an online order delivery or a store purchase
- Proof of purchase is required to return
- The product must be unused and returned in its original packaging
- Make sure the original tags are intact
- Items purchased at the clearance stores or clearance sale online, cannot be returned

So go ahead, shop with confidence and enjoy your 60-day trial.

2. How do I return an online order?

Customers can return online orders at most NTO stores (except the clearance stores) or ship their return to us. If you do not have a mailing tag or misplaced the tag, you can request for a mailing label again.

3. How do I return a store purchase?

You can take the items you want to return and your proof of purchase to any NTO store (except clearance stores).

4. What about defective or flawed items?

We stand behind our shoes and gear. If it's been less than 60 days since your purchase, simply return the item. If it's been more than 60 days and your item is potentially defective or flawed, please see product specific warranty information for additional details.

5. How much does it cost to return?

Good news. Returning products doesn't cost a thing!

6. How long does the return process take?

It takes 3-5 days for your package to reach our warehouse, and we try to process your return within 48 hours after arriving. We keep you posted via email on the progress and your refund.

7. I have lost my return label; how do I create a new one?

A new return label will be provided in your online account and automatically emailed to you after finishing your online return request.

8. When will I get my refund?

Once we've received the item(s) at our warehouse, we will process your return. From the moment we refund you, your bank still needs to process it. The amount of time this takes differs per bank and payment method, but it takes approximately 14 days.

9. I have used a voucher on an item I returned. Can I request a new voucher?

If you used a voucher that gave you a percentage discount (e.g. 10% off), the voucher can be replaced if you return the order, or part of it by simply contacting us.