

VIDA

Return Policy

Returns

Vida Shoes is happy to refund the original purchase price of new, non-worn merchandise returned within 35 days of the shipment date. The following conditions apply:

- To be eligible for return, merchandise must be returned in its original unworn condition. We reserve the right to refuse worn or damaged merchandise.
- Please allow 10-15 business days for your return to be delivered and processed. Once your return is received, your refund will be processed and a refund for the purchase amount will be automatically issued to the original method of payment. Your refund may take up to two billing cycles to post to your account, depending on your credit card company.
- Shipping fees are not refundable.
- We do not offer exchanges. We suggest you return the unwanted merchandise and place a new order if you want to purchase a replacement.

To initiate a return, please use our online [Return Portal](#). If you need assistance, contact our friendly Customer Service team at (646)-480-9063 or vidacostcoinfo@vidagroup.com Monday through Friday from 8 a.m. to 5 p.m. ET.