

RETURNS

Returns with UPS:

1. Create your Return Authorisation Number (RAN) in the orders section or [clicking here](#).
2. If you are sending the return from a non-EU country, you will receive the “Return Proforma Invoice” via e-mail once the return has been authorised. Print it and give it to the driver on collection or to the employee at the UPS access point.
If you have lost it, download the blank form from this link and fill it out. There are guidelines in the “How to fill out the Return Proforma Invoice” paragraph to help you fill it out.
3. Print the return label **that you receive** via e-mail and **also** available in the orders section [clicking here](#).
The label **will only** be available after **authorisation of the return** and after receiving the RAN via e-mail.
4. Glue the label to the outside of the return packaging. Cover the original UPS label already present if you are using the original packaging.
5. Book collection or deliver the package to a UPS access point. Click here to access the [UPS](#) website.



If you are returning products with batteries that have been delivered to you with a package labelled  attach the adhesive label present inside the package received to the return packaging.

We recommend that you note down the tracking number present on the return label in order to track your shipment on the UPS website.

You can choose another courier service if you prefer, but we cannot reimburse the return shipping costs if you do. If you decide to use another courier service, follow the procedure below:

1. Create your Return Authorisation Number (RAN) in the orders section or [clicking here](#).
2. Fill out the “Return Proforma Invoice” available at this link. If you are sending the return from a non-EU country, you will receive the form to use via e-mail.
There are guidelines in the “How to fill out the Return Proforma Invoice” paragraph to help you fill out this document.
3. Insert the filled out “Return Proforma Invoice” inside the package used to return the merchandise. If you are sending the return from a non-EU country, give a second copy to the courier.
4. Contact your preferred courier service to organise shipment of the return.

The shipping address is Geox SPA c/o Xlog srl, Signoressa di Trevignano, 31040, Treviso (TV), Italy.

If you are returning shoes with lights, please attach the “hazardous goods” label present inside the package received to the outside of the packaging.

