



# Slip-Resistant Returns and Exchanges

## Overview

This document provides guidance on how to exchange or return footwear.

**Important:** At any time during the return and exchange process, overshoes MUST be made available to the employee if they don't have slip-resistant footwear.

## How to Return or Exchange by Supplier

### Shoes for Crews

Returns and Exchanges are both processed through the same online portal for this supplier.

#### Fast Lane Exchange (Authorized Purchasers only)

1. From the Slip-Resistant homepage, select **Order/Track**
2. Select **Tracker** in the top menu, then **Group Trackables**
3. Search by unit name or number
4. Select **Shoes for Crews** in the top right corner
5. Select **Standard** to be redirected to the appropriate supplier site in a new browser window
6. Scroll to the bottom of the Shoes for Crews website and select "Fast Lane Exchange"
  - a. For an exchange, select **Free Shoe Exchanges**
  - b. For a return, select **E-Z Returns**
7. Fill out the form, print your shipping label, and return

### SR Max

SR Max has several ways to exchange and return footwear. See below for the various options:

#### Online Option – Advance Exchange (Authorized Purchasers only)

This is the fastest option with an estimated exchange time of 5 business days.

1. From the Slip-Resistant homepage, select **Order/Track**
2. Select **Tracker** in the top menu, then **Group Trackables**
3. Search by unit name or number
4. Select **SR Max** in the top right corner



5. Select **Standard** to be redirected to the appropriate supplier site in a new browser window
6. Select the person icon in the top right corner of the SR Max webpage, then select **Advance Exchange**
7. Follow the on-screen steps to complete the exchange

### Mail Option – Exchange or Return (Authorized Purchasers AND Employees)

This option allows you to return or exchange. For **exchanges**, the estimated time including shipping is 15 business days. For **returns**, the estimated time for the status in Slip-Resistant to return to “Recommended” is 15 business days. Follow the steps below:

1. Download the [return form](#)
2. Fill out the form including whether you want to return or exchange
  - a. Use “Return for *Credit*” for a full return
  - b. Use “Return for *Exchange*” to exchange
3. If exchanging, be sure to fill out the “Exchange shoe for” section. Sizes and styles can be found at the bottom of the [UC SRF Program website](#). (Be sure to select a style and size from the same supplier.)

## Returns and Exchanges FAQ

### Q: How do I request an update on the status of my return or exchange?

A: You can request an update from the supplier by email.

- Shoes for Crews: [uc@shoesforcrews.com](mailto:uc@shoesforcrews.com)
- SR Max: [uc@srmx.com](mailto:uc@srmx.com)

### Q: When should I return and when should I exchange?

A: An **exchange** is ordering different footwear from the same supplier. This is the preferred method when:

- Footwear does not fit
- The wrong color or style was ordered

A **return** is when footwear is sent back to the original supplier **without** a request for a replacement from the same supplier. This is the preferred method is when:

- An employee ordered from SR Max but would like to return that pair and order a replacement from Shoes for Crews or vice versa
- An employee ordered from a supplier but left the university within the 60 day return window, etc.



**Q: What is the UC SRF Program Policy for exchanges and returns?**

A: If you are not 100% satisfied for any reason within 60 days of your original purchase, you can exchange or return your shoes with either supplier, no questions asked. Any footwear that is less than 6 months old and shows a defect is eligible for replacement under warranty.