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
   • SR Max: uc@srmax.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.