

TAKE ADVANTAGE OF OUR SOLE FACTOR DELIVERY PROGRAM!

Premium or Standard Service Available

HOW TO CUSTOMIZE YOUR SHOES BY MAIL IN THREE STEPS.



CHOOSE YOUR SHOES

The pair (or pairs!) from your closet to resole.



SELECT YOUR SOLE

Scan the catalog, pick out your favorite, then fill out your order form on the reverse side of this sheet.



MAIL YOUR SHOES

Depending on the service you select, your customized, upgraded shoes will arrive at your door in just a few days!

FREE SHIPPING AVAILABLE



SOLE FACTOR ORDER FORM

CUSTOMER INFORMATION:

ALL FIELDS ARE REQUIRED

FIRST LAST

ADDRESS

CITY STATE ZIP

SHOE SIZE DOB GENDER

PHONE NUMBER EMAIL

SELECT A SHOE STYLE:

BOOT SNEAKER SANDAL

DRESS OTHER

SELECT A SOLE:

SOLE NAME

SOLE ITEM # SOLE COLOR

SERVICE LEVEL:

STANDARD - \$75 PREMIUM - \$125

PAYMENT OPTIONS:

CHECK MONEY ORDER
 MASTERCARD VISA DISCOVER

CARD # EXPIRES

X

CUSTOMER SIGNATURE

F&Qs

WHAT IS THE DIFFERENCE BETWEEN PREMIUM AND STANDARD SERVICE?

Vibram® has partnered with **Cobbler Concierge®** and **NuShoe**, top quality repair and renewal experts, to offer you a choice of Sole Factor Service for our Delivery Program:

• Premium Service by Cobbler Concierge – \$125 per pair, includes:

- Fastest return service as quickly as 7-10 days*
- Shoe Care Accessory based on the needs of your specific shoe (e.g., water repellent, leather moisturizer, shoe trees)
- Dedicated customer service representative
- Protective dust bags
- Tracking details throughout the process
- Before/After photos sent via email
- FREE SHIPPING (FedEx Label)

• Standard Service by NuShoe – \$75 per pair, includes:

- Finished shoes in 2–4 weeks*
- Quality attention to details
- Expertise of the world's largest shoe repair and renewal shop
- Over 3,000,000 pairs of shoes repaired
- FREE SHIPPING (UPS Label)

**Timing may vary slightly depending on location of sender.*

WHICH SOLES ARE COMPATIBLE WITH MY SHOES?

Our soles are categorized to help you choose what style fits your needs. If you have any questions regarding compatibility, contact:

- Cobbler Concierge: **1-800-694-2181**, or support@cobblerconcierge.com
- NuShoe: **1-877-687-4631**, or email info@nushoe.com

WHAT IS MY WARRANTY?

Vibram Sole Factor partners strive to provide the highest possible quality repairs. We warrant all repairs to be free of defects in materials and provide a one-year warranty against manufacturing defects.

WHO DO I CONTACT FOR FREE SHIPPING LABEL?

- Cobbler Concierge: **1-800-694-2181**, or support@cobblerconcierge.com
- NuShoe: **1-877-687-4631**, or email info@nushoe.com