

# 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](mailto:support@cobblerconcierge.com)
- NuShoe: **1-877-687-4631**, or email [info@nushoe.com](mailto: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](mailto:support@cobblerconcierge.com)
- NuShoe: **1-877-687-4631**, or email [info@nushoe.com](mailto:info@nushoe.com)