



EMPLOYEE FAQ'S: RED WING SHOES ONLINE PURCHASING

Now, besides redeeming your digital voucher at a Red Wing retail or mobile store, you can also choose to make your purchase online. It's designed to be easy – but if you have questions, we have answers.

Q: How do I redeem my voucher online?

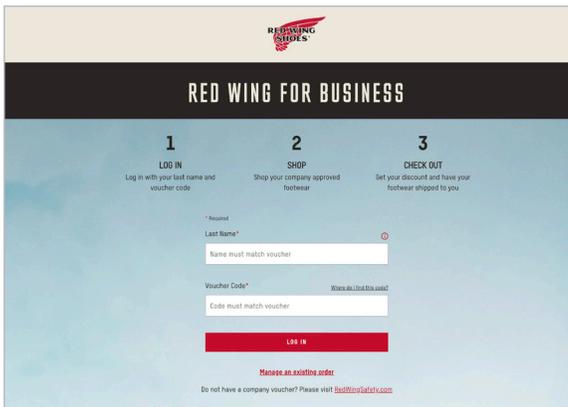
A: Go to shop.redwingforbusiness.com

1. Log in with your last name and voucher code. Enter your last name and voucher code exactly as they appear on your voucher.
2. Shop your company-approved catalog of safety footwear
 - (2a) You will be brought to a personalized welcome page.
 - (2b) You will only see your company-approved safety footwear and you can learn more about each style and its features.

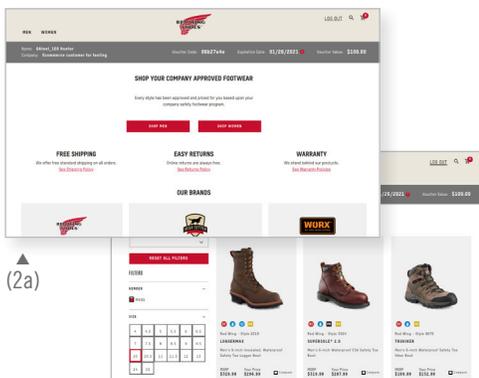
Once you add your selection to your cart and proceed to checkout, your voucher amount will be applied.

If there is a remaining balance, payment must be made by credit card, PayPal or if applicable, payroll deduction.

3. Get your discount and have your safety footwear shipped to you
 - (3a) During checkout, you will also be able to review your purchase details and add your shipping address. Should you need assistance, call Red Wing Shoe Company customer service at 1-855-322-2101.

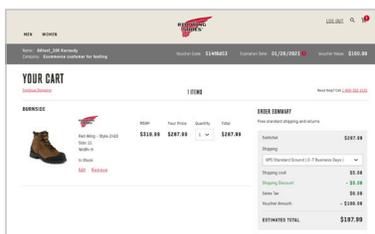


▲ (1)



▲ (2a)

◀ (2b)



◀ (3a)

Q: Can my digital voucher be used on any Red Wing product?

A: Your digital voucher can only be redeemed for your company-approved safety footwear.

Q: Can I compare safety footwear choices on the site?

A: Yes, you can compare up to four styles side-by-side.

Q: After my voucher is redeemed, how can I pay the balance of my safety footwear cost?

A: If you have a balance remaining, payments can be made by credit card, PayPal, or if applicable, payroll deduction.

Q: How much does shipping cost?

A: Shipping is free.

Q: Can I purchase online and pick up my safety footwear in store?

A: No, currently you are only able to purchase online and ship to any physical address. We are not able to ship to PO Boxes or APO/FPO. Final destination for delivery must be within the United States.

Q: Can safety footwear purchased online be returned to a store?

A: We are currently not offering that option, but return shipping is free. Online returns or exchanges must be made within 30 days of receipt of product. If you purchased from shop.redwingforbusiness.com, Red Wing will pay for return shipping within the United States. [See return policy.](#)

Q: How do I return a purchase from shop.redwingforbusiness.com?

A: [See return policy](#) for instructions to make a safety footwear return via UPS.

Q: How quickly will my safety footwear arrive?

A: Within 2 - 7 days with standard shipping. Unfortunately, we are unable to offer expedited shipping at this time. Shipping days are estimates and are not guaranteed. [See shipping policy.](#)

Q: Where can I have my footwear delivered?

A: You can have your safety footwear shipped to any physical address. We do not ship to PO Boxes or APO/FPO. Final destination for delivery must be within the United States. [See shipping policy.](#)

Q: What happens if my desired safety footwear is out of stock?

A: You are only able to purchase safety footwear that is currently in stock.

Q: Who can I contact with questions?

A: Contact customer service at 1-855-322-2101 or customer.support@redwingshoes.com.