

# How To Order Your Caregiver Kicks

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It's easy – just follow these steps  
to order, return or exchange your  
Caregiver Kicks.



# Get Started

## See if you are eligible

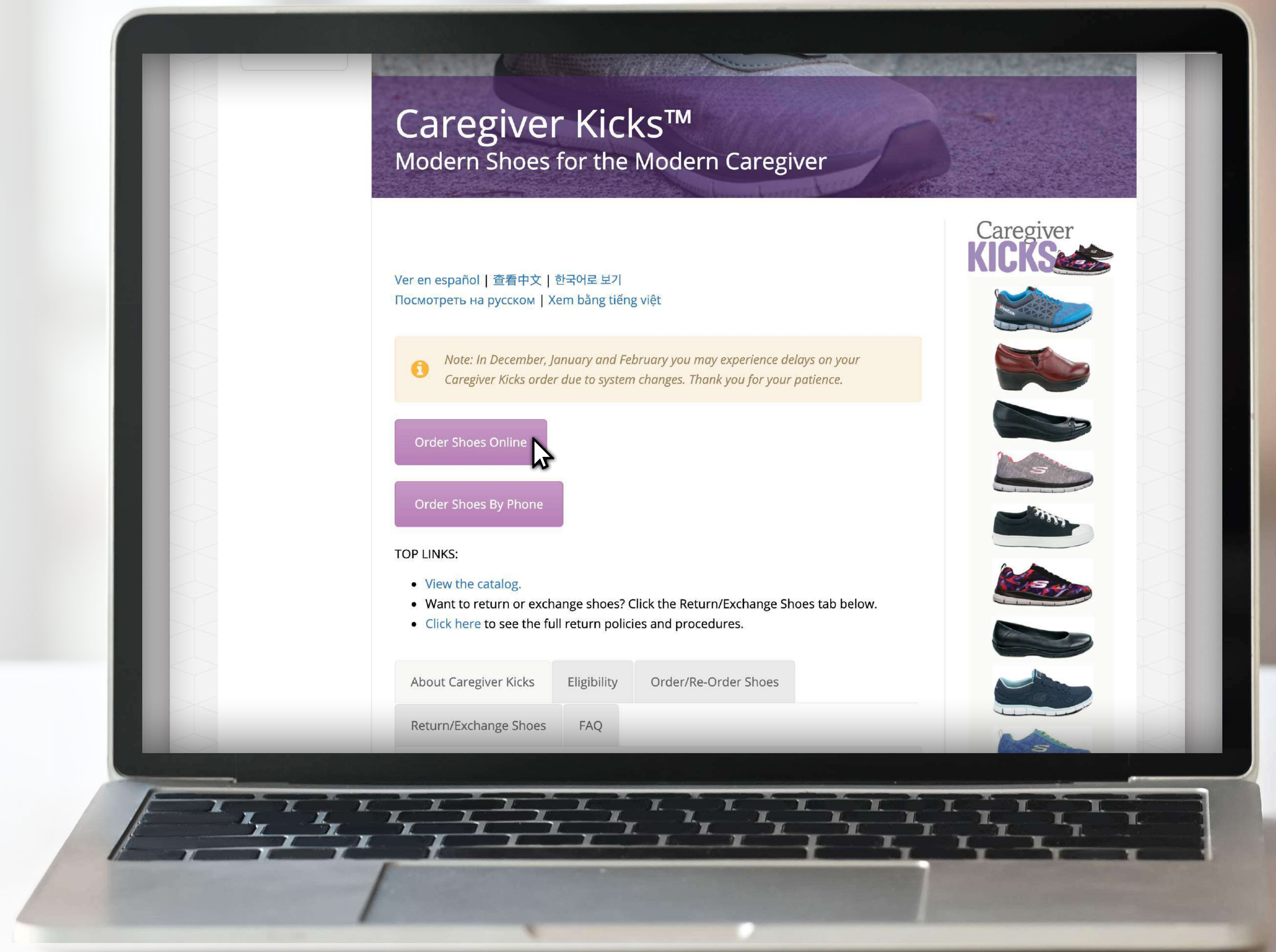
Visit [caregiverkicks.com](http://caregiverkicks.com) for eligibility information, common questions and how to order.

## Order online

On [caregiverkicks.com](http://caregiverkicks.com), click “order shoes online” and login or create your account.

## Order by phone

Review the [online catalog](#) to select your shoe before calling **1-877-606-6705**, 8 a.m.-6 p.m. Pacific time, Monday to Friday.



# Log In

## Returning Users

Login with your email and password to start shopping.

## New Users

1. **Click Create My Account.**
2. Enter your:
  - **First and last name.**
  - **Date of birth.**
  - **Email address** you regularly use for SEIU 775 Benefits Group communications.
3. **Click Create** to set a password.
4. **Login.**

CREATE YOUR ACCOUNT

Close

### Create your Caregiver Kicks account

Enter your name, date of birth, and email address to set up your Caregiver Kicks (SEIU 775 Benefits Group) account. This allows you to order one pair of Caregiver Kicks at no cost to you. Questions? Visit [caregiverkicks.com](http://caregiverkicks.com) for answers.

2 **First Name:** \*

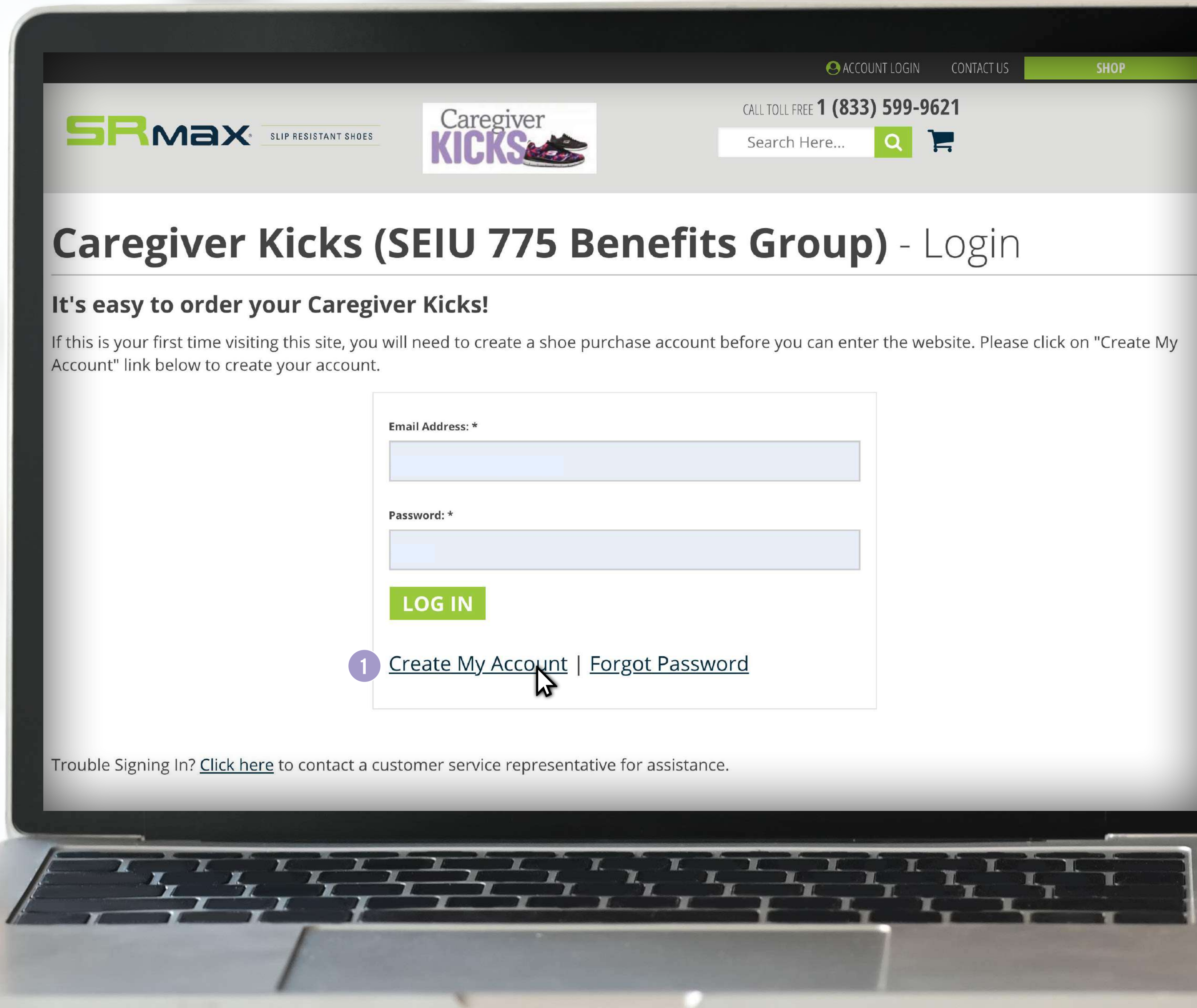
**Last Name:** \*

**Date of Birth**

01 | 01 | 2021

**Email:** \*

3 **CREATE**



# Confirm Your Eligibility

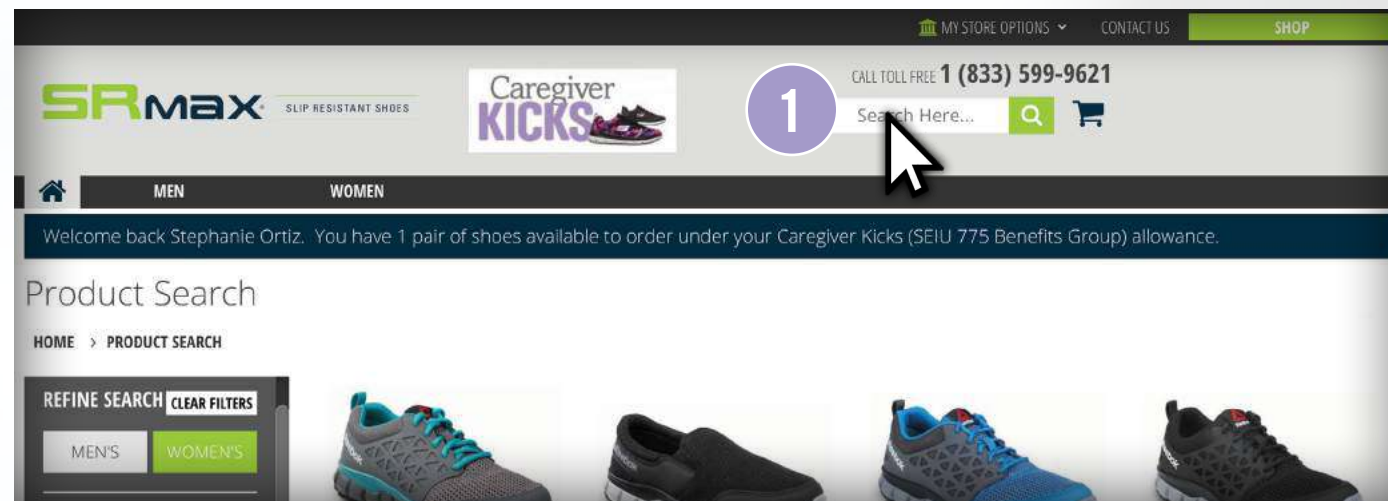
Once logged in, you will find an alert at the top of the website confirming that you are eligible for a new pair of shoes.

If you have questions about your eligibility, you can call **1-877-606-6705**, 58 a.m.-6 p.m. Pacific time, Monday to Friday.

The screenshot shows the SRmax website interface. At the top right, there are links for 'MY STORE OPTIONS', 'CONTACT US', and a 'SHOP' button. Below these is a toll-free number: 'CALL TOLL FREE 1 (833) 599-9621'. A search bar with a magnifying glass icon and a shopping cart icon is also present. The SRmax logo is prominently displayed, along with the 'Caregiver KICKS' logo featuring a pair of shoes. A navigation bar includes 'MEN' and 'WOMEN' categories. A dark blue banner at the top of the main content area reads: 'Welcome back [user name] You have 1 pair of shoes available to order under your Caregiver Kicks (SEIU 775 Benefits Group) allowance.' Below this is a 'Product Search' section with a breadcrumb trail 'HOME > PRODUCT SEARCH'. On the left, a sidebar allows users to 'REFINE SEARCH' with 'CLEAR FILTERS' and buttons for 'MEN'S' and 'WOMEN'S'. It lists 'Brands' (CROCS, NEW BALANCE, REEBOK WORK, SKECHERS, SR MAX, TAYLOR HOSIERY, TIMBERLAND PRO) and 'Styles' (BOOTS, CLOGS, DRESS, OXFORD, SLIP-ON, SNEAKERS). The main product grid displays four items: 1. Reebok Work Women's Sublite Athletic Style Slip Resistant Soft Toe Work Shoe, Style SRB030, with a 5-star rating. 2. Reebok Work Women's Sublite Athletic Style Slip Resistant Soft Toe Work Shoe, Style SRB031, with a 5-star rating. 3. SR Max Philadelphia Women's Skate Style Slip Resistant Soft Toe Work Shoe, Style SRM193, with a 5-star rating. 4. SR Max Chester Women's Skate Style Slip Resistant Soft Toe Work Shoe, Style SRM197, with a 5-star rating. A second row of shoe images is partially visible at the bottom of the screen.

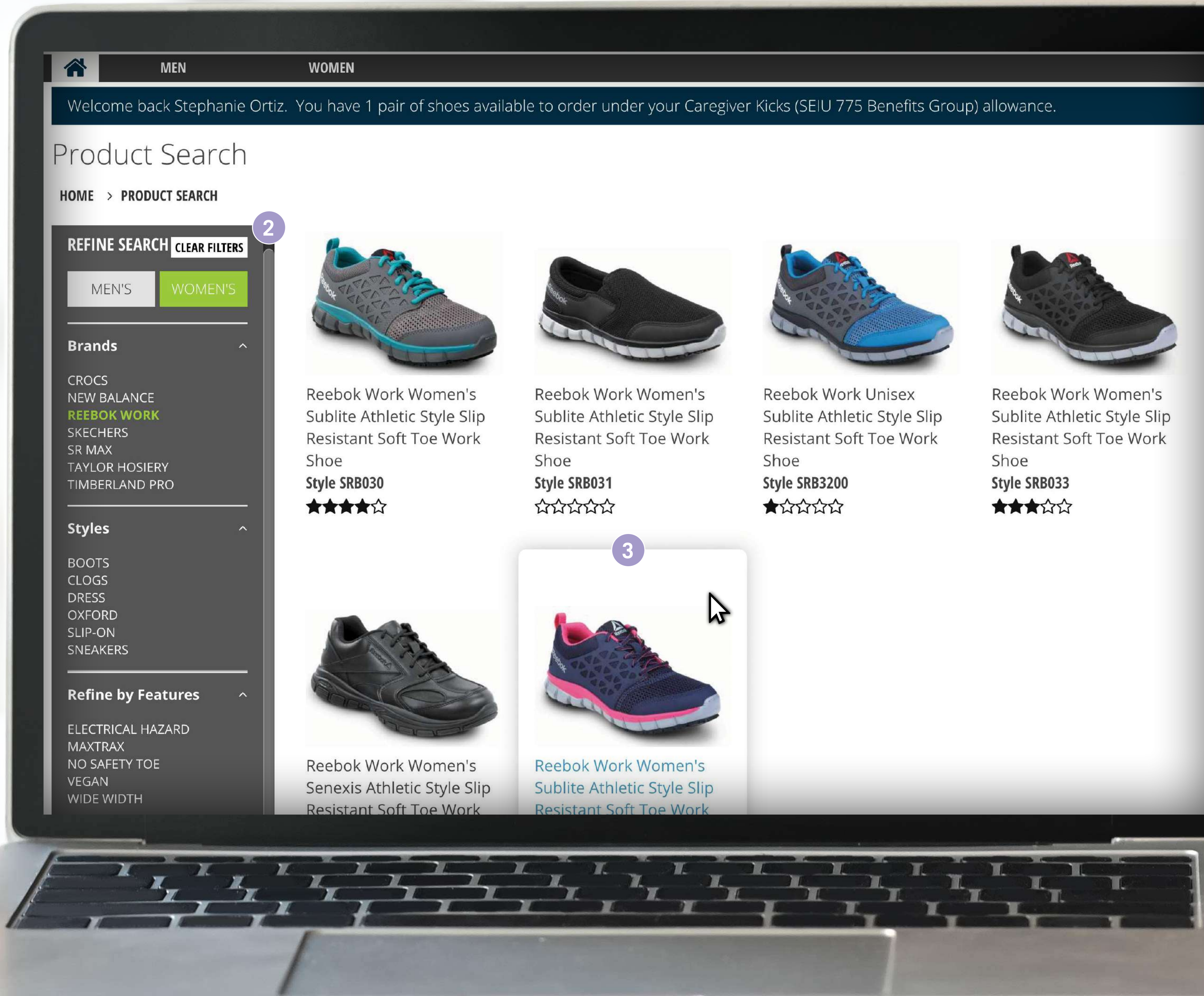
# Shop

1. If you know what shoes you are looking for, you can use the **search function at the top of the page.**



2. Use the **filter option** on the left hand side of the page to filter shoes by brand, style and features.

3. **Click the shoe** to to learn more about it and read reviews.



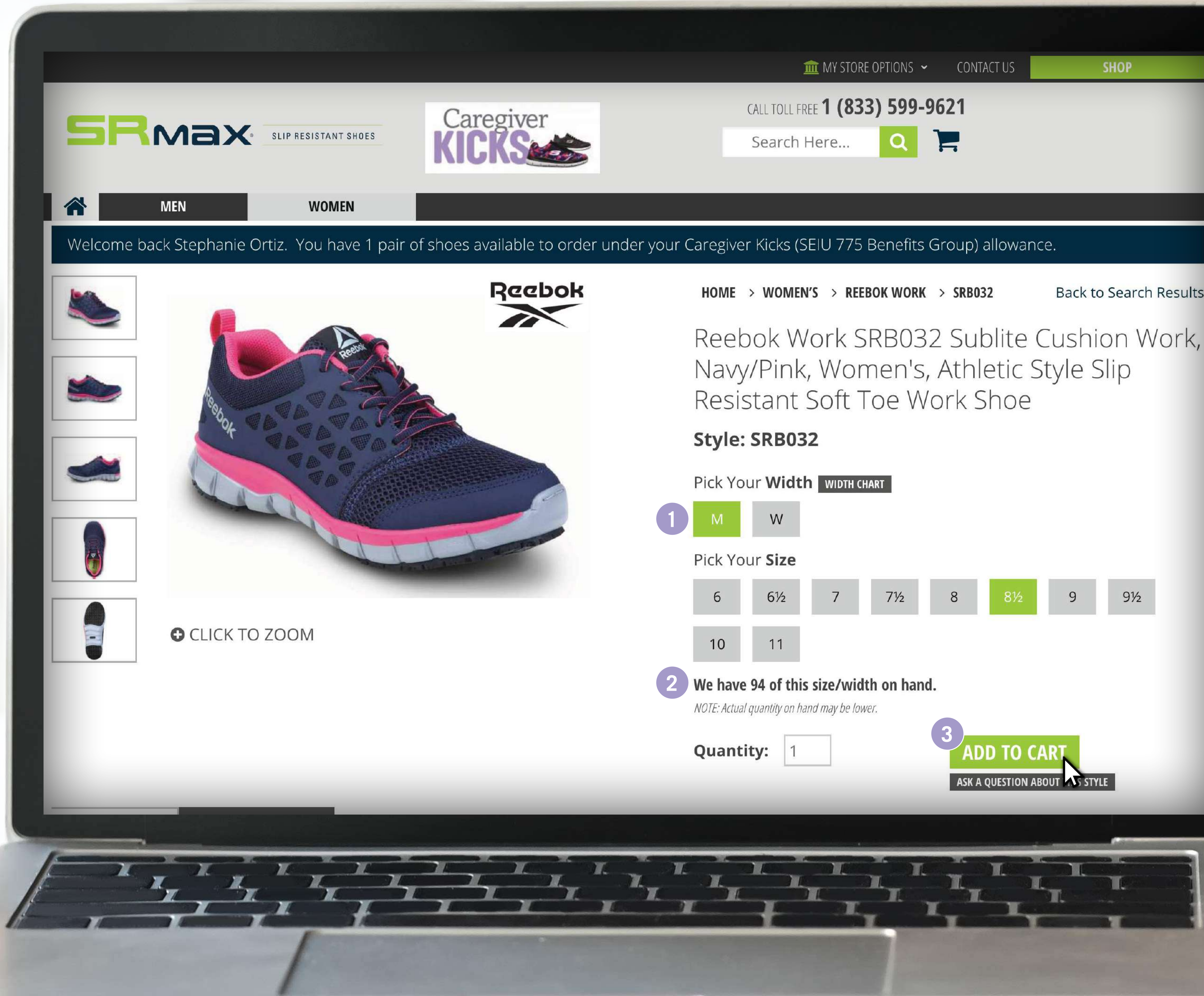
# Order

## Place an order

1. **Select** your **size** and **width**.
2. **Check stock** quantities.
3. **Click add to cart**.

**If your size is out of stock, you can still order your pair of shoes. Your Caregiver Kicks will be shipped once your size is back in stock.**

- You will receive an email from SR Max within a week of placing your order.
- SR Max will send you an email with an estimated date that your size will be back in stock, and information on how to order a different style, if you do not want to wait.



# Check Out

1. If you are ready to checkout **click the Proceed to Checkout** button.



SHIPPING CART

CONTINUE SHOPPING PROCEED TO CHECKOUT

Reebok Work Women's Sublite Athletic Style Slip Resistant Soft Toe Work Shoe

Style: SRB032  
Size: 08.5 M CHANGE SIZE  
Quantity: 1

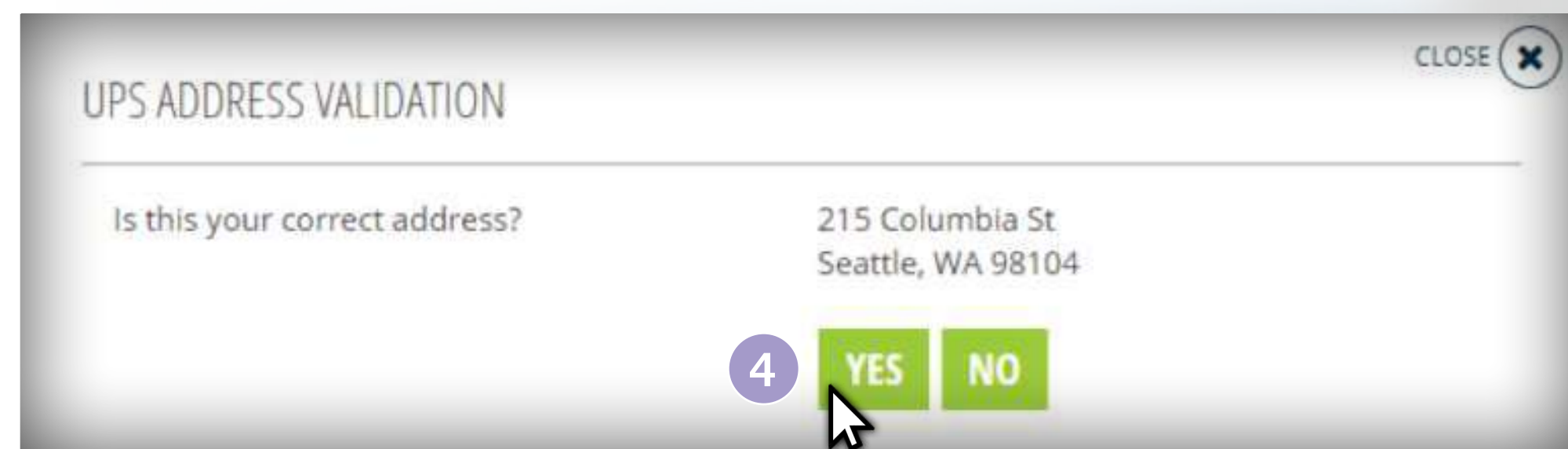
CAREGIVER INFORMATION  
Name: ORTIZ, STEPHANIE  
Employee #: TEST22

REMOVE STYLE

2. Enter your contact and shipping information. Your shoes and shipping are free, so you will not need to provide any billing information.

3. Click Continue Checkout.

4. Confirm your shipping information on the pop-up screen, and you will see a confirmation screen with your order details.



UPS ADDRESS VALIDATION

Is this your correct address?

215 Columbia St  
Seattle, WA 98104

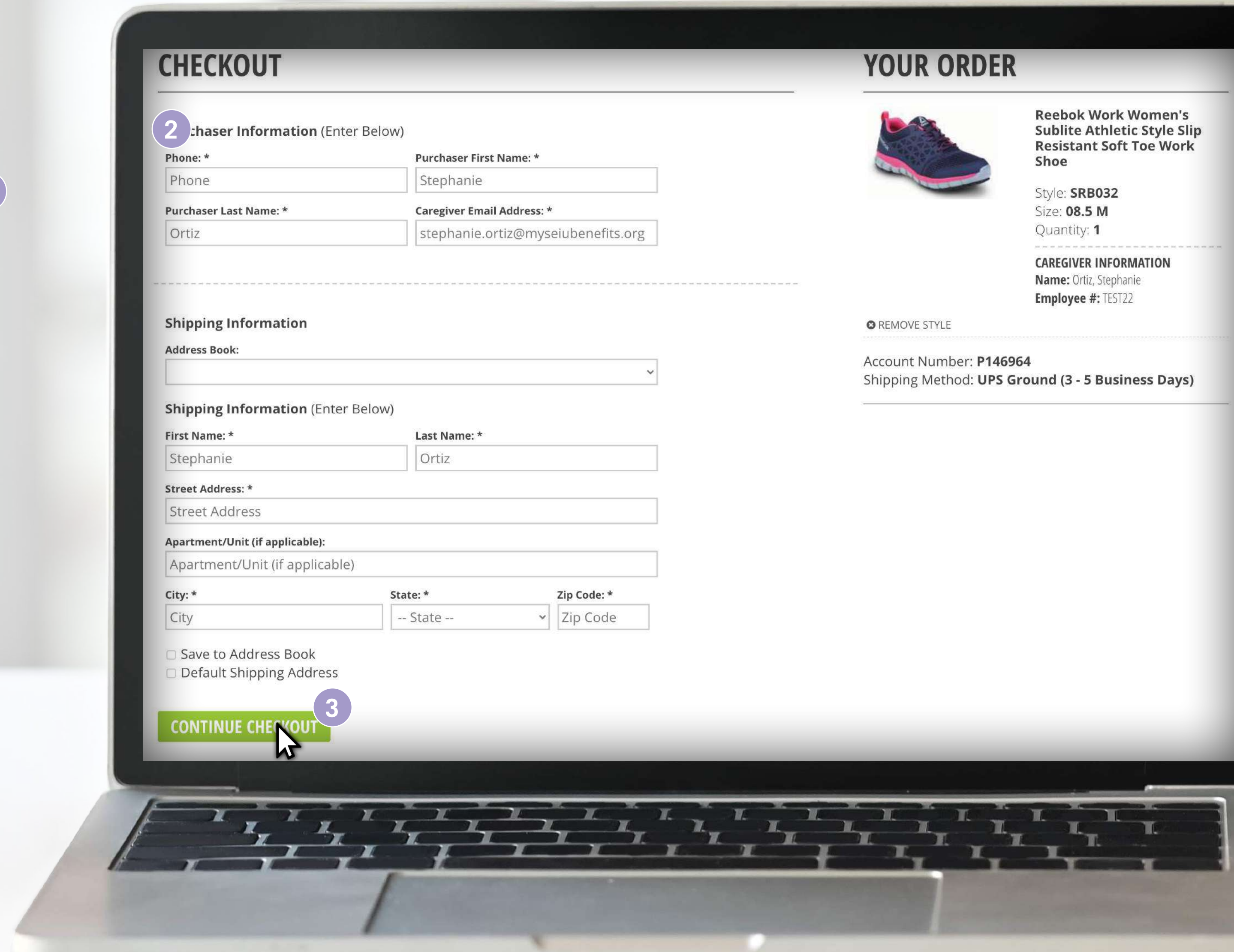
YES NO

CLOSE

## Shipping

In most cases you'll receive your new Caregiver Kicks in 3-5 business days.

- Make sure to check your email for order updates. If there is a problem processing your order or your shoes are out of stock, you will get an email notification.



CHECKOUT

2 Purchaser Information (Enter Below)

Phone: \* Purchaser First Name: \*  
Phone Stephanie

Purchaser Last Name: \* Caregiver Email Address: \*  
Ortiz stephanie.ortiz@myseiubenefits.org

Shipping Information

Address Book:

Shipping Information (Enter Below)

First Name: \* Last Name: \*  
Stephanie Ortiz

Street Address: \*  
Street Address

Apartment/Unit (if applicable):  
Apartment/Unit (if applicable)

City: \* State: \* Zip Code: \*  
City -- State -- Zip Code

Save to Address Book  
 Default Shipping Address

CONTINUE CHECKOUT

YOUR ORDER

Reebok Work Women's Sublite Athletic Style Slip Resistant Soft Toe Work Shoe

Style: SRB032  
Size: 08.5 M  
Quantity: 1

CAREGIVER INFORMATION  
Name: Ortiz, Stephanie  
Employee #: TEST22

REMOVE STYLE

Account Number: P146964  
Shipping Method: UPS Ground (3 - 5 Business Days)

# Try Out Your New Caregiver Kicks

Try on your new Caregiver Kicks at home.  
If you decide they are not the right size or style —  
all new shoes can be returned for a full credit.





# Online Returns And Exchanges

## Return or Exchange your Caregiver Kicks

Before you can order a replacement pair of shoes, you will need to send your old shoes back. If you have the return label that was inside the box — skip to step 3.

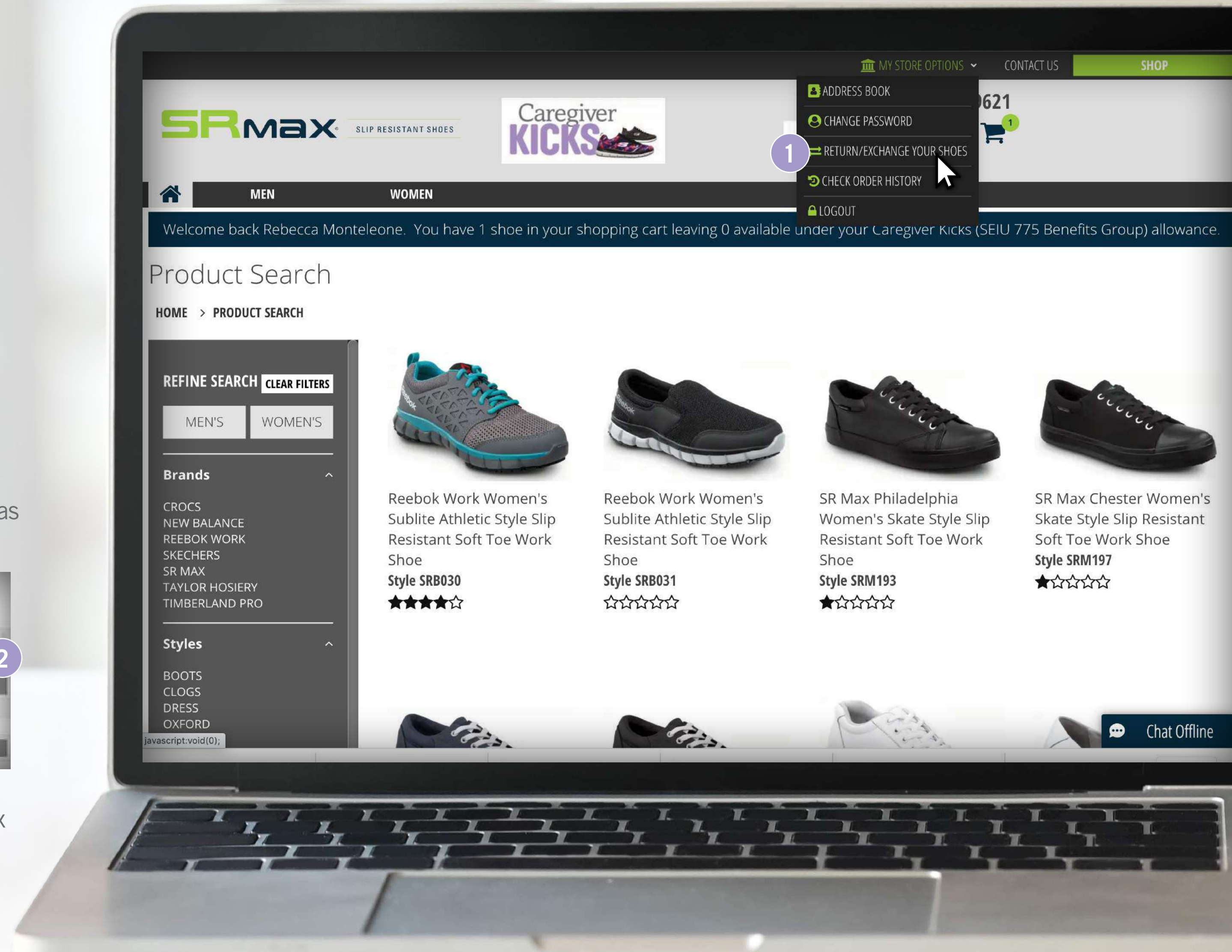
1. After you log in, **go to the My Store Options menu** at the top of the page, then **click Return/Exchange Your Shoes**.
2. Find the shoes you want to exchange in the Processed Orders section and **click the Print Label button** next to the pair of shoes or use the return label that was inside the shoe box.

Processed Orders

Order Type	Purchase Date	Ticket #	Item	Qty	Tracking	UPS Return Label
Caregiver Kicks (SEIU)	04/26/2019 4:35PM	NT-0912818	SRM404 08.0 M	1	TRACK	PRINT LABEL
Caregiver Kicks (SEIU)	02/25/2019 3:21PM	AE-0847934	SSK405BKW 08.0 M	1	TRACK	PRINT LABEL
Caregiver Kicks (SEIU)	02/25/2019 3:21PM	AE-0847534	SRB032 07.5 W	-1		Not Available
Caregiver Kicks (SEIU)	03/13/2019 3:36PM	AE-0847534C	SSK405BKW 08.0 M	-1	Credit	Not Available
Caregiver Kicks (SEIU)	02/08/2019 5:55PM	NT-0835981	SRB032 07.5 W	1	TRACK	PRINT LABEL

3. **Put the label on** the outside of the box (or another box), and securely tape the box closed. Then **drop off the package** at a [UPS store](#) or [drop-off location](#).

You can use the online exchange only if you have ordered your shoes online. More information about returns can be found at [myseiu.be/caregiver-kicks-returns](http://myseiu.be/caregiver-kicks-returns).



# Online Returns And Exchanges

## Exchanging your Caregiver Kicks

Once your shoes have been scanned by UPS (usually within 24 hours of drop-off), you can begin your exchange online.

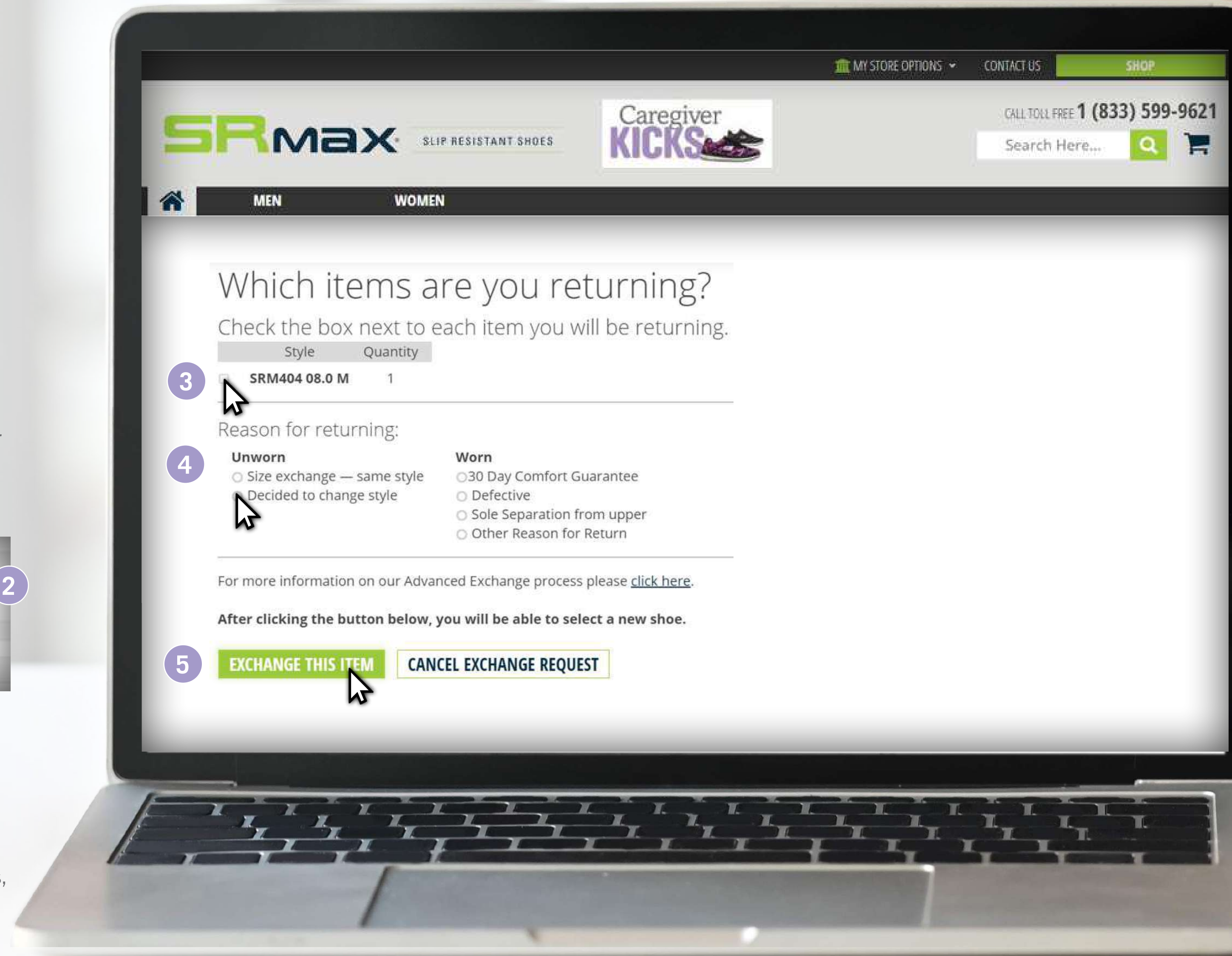
1. Go to the **My Store Options** menu, then **click Return/Exchange Your Shoes**.
2. On the Processed Orders page—**Click the Return/Exchange button** next to that pair of shoes you sent back to SR Max. *If you have not returned your shoes to UPS, you will see a pop-up message and will not be able to continue.\**

Purchase Date	Ticket #	Item	Qty	Tracking	UPS Return Label	
04/26/2019 4:35PM	NT-0912818	SRM404 08.0 M	1	TRACK	PRINT LABEL	RETURN / EXCHANGE <b>2</b>
02/25/2019 3:21PM	AE-0847534	55X405BKW 08.0 M	1	TRACK	PRINT LABEL	
02/25/2019 3:21PM	AE-0847534	SRB032 07.5 W	-1		Not Available	
03/13/2019 3:36PM	AE-0847534	55X405BKW 08.0 M	+1	Credit	Not Available	
02/08/2019 5:55PM	NT-0835981	SRB032 07.5 W	1	TRACK	PRINT LABEL	

3. On the next screen **click the checkbox** next to the shoes you are returning.
4. **Select the reason** you are returning them and **click Exchange This Item**.

### You can now search for a new pair of Caregiver Kicks!

\*If you continue to see the pop up message regarding your return through UPS after waiting 24 hours, please call SR Max customer service at 1-877-776-2933 for help.



# Online Returns And Exchanges

## Ordering new shoes

1. Once you select a new shoe, **click Add to Cart**.
2. The next page will show you the new shoes you are ordering as well as the old shoe that you are returning.
3. After you confirm the information, **click Proceed to Checkout** to proceed.
4. You will need to **click the checkbox** to agree to the disclaimer, then **click the Place Order** button. Your exchange is complete and will be delivered to you within 2 weeks.

**CHECKOUT - CONFIRM ORDER** [CONTINUE SHOPPING](#)

**SKECHERS Work Waggey Soft Toe Slip Resistant Casual**

Style: SK77248GMLT  
Size: 07.0 M  
Quantity: 1

**CAREGIVER INFORMATION**  
Name: User, Test  
Employee #: TEST17

**SHIPPING ADDRESS** [EDIT INFO](#)  
119 E Lewis St  
Greensboro, NC 27406

**PURCHASER INFORMATION** [EDIT INFO](#)  
Test User  
mballentine@srmx.com  
877-776-2933

Please review the following safety video  
As your safety continues to be a top priority, remember that slips, trips and falls are still a concern for caregivers on the job. Watch "Safety Tips for Caregiver Kicks" to learn more about how Caregiver Kicks are different from regular shoes.

**Safety TIPS**  
Caregiver Kicks

By checking this box, you acknowledge that your personal information, such as name, will be used to fulfill your Caregiver Kicks order. Both SEIU 775 Benefits Group and SR Max take user privacy very seriously and have implemented administrative and technical safeguards to ensure that your personal information remains secure at all times.

By providing me with verbal instructions to check this box, you acknowledge that your personal information, such as name, will be used to fulfill your Caregiver Kicks order. Both SEIU 775 Benefits Group and SR Max take user privacy very seriously and have implemented administrative and technical safeguards to ensure that your personal information remains secure at all times.

**PLEASE NOTE**  
By clicking "Place Order", you acknowledge that you have read and agree to the [Legal Disclaimer](#).

**PLACE ORDER**

SRmax SLIP RESISTANT SHOES Caregiver KICKS

CALL TOLL FREE 1 (833) 599-9621  
Search Here... [Q](#) [Shopping Cart](#)

Product was successfully updated.

## SHOPPING CART

[CONTINUE SHOPPING](#) [PROCEED TO CHECKOUT](#)

**Skechers Waggey Soft Toe Slip Resistant Casual**

Style: SK77248GMLT  
Size: 07.5 M [CHANGE SIZE](#)  
Quantity: 1

[REMOVE STYLE](#)

**CAREGIVER INFORMATION**  
Name: DAVIS, RICKY  
Employee #: TEST5  
\*\* This is an advance exchange item \*\*

**Exchange Item List**  
These are the items you will be returning:

Product: SRM404 08.0 M  
Quantity: 1  
Reason for returning: size exchange

[CANCEL EXCHANGE REQUEST](#)

[CONTINUE SHOPPING](#) [PROCEED TO CHECKOUT](#)

# Enjoy Your New Caregiver Kicks!

## Questions?

Visit [CaregiverKicks.com](https://www.CaregiverKicks.com) , or phone  
**1-877-606-6705**, 8 a.m.-6 p.m. Pacific time,  
Monday to Friday.

