How To Order Your Caregiver Kicks

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 for eligibility information, common questions and how to order.

Order online
On 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.
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.
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 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.

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.

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.
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.
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.
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.*
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.
Enjoy Your New Caregiver Kicks!

Questions?
Visit CaregiverKicks.com, or phone 1-877-606-6705, 8 a.m.-6 p.m. Pacific time, Monday to Friday.