

Fit Guarantee

If the fit isn't right, we'll keep working with you and remake your shoes as many times as needed to get the fit right.

Our promise

There is no preset limit on the number of eligible fit remakes. As long as you continue working with us through the fit assessment process, we will keep working to get your fit right.

Eligible remakes are provided at no additional cost to you, including remake production and shipping.

How it works

- **Wear and evaluate your pair.** Tell us what feels right and what does not.
- **Complete the fit feedback and assessment process.** We will ask for information about how your shoes fit so we can understand what needs to change.
- **Return your current pair.** Follow the return instructions provided by FitX. Your current pair must be returned before we ship the next remake.
- **Try your remade pair and share feedback.** If the fit still is not right, we will continue the process with you. There is no preset remake limit while you continue to participate.

What is covered

The Fit Guarantee applies to fit-related issues only. It does not cover normal wear and tear, damage, misuse, or preferences unrelated to fit.