

FTC Response: - This was our second live chat on Facebook and we're glad you enjoyed it! We've hosted multiple chats on Twitter
(<http://ftc.gov/opa/socialmedia/twitter.shtm>)

Comment 16: I cannot get this site to work for the refund...what is the deadline? My sister tried too and cannot get it to work (we live in different states). We both bought the shoes in August 2010 and don't have receipts. What is the procedure for no receipts?

Comment 17: How do we sign up?? I have 3 pairs and 2 original boxes w/ cd's???

Comment 18: Will photographs of shoes work in lieu of purchase receipt?

Comment 19: I love my shoes. I have still toe skechers for work. It helps my feet and it help my legs.

Comment 20: How do I put my claim in?

Comment 21: Skechers isn't the only company making these toning shoes. My wife purchased similar shoes made with the Champion label at Payless Shoes. Since the crux of

Comment 29 [REDACTED] I bought a pair a couple of years ago, but do not have the receipt, will a picture of the shoe work? I still have them, but do not wear them anymore because a few months after I bought them the damn things fell apart! I spent over \$80 on the Shape-up work shoes and they didn't even last a year!

Comment 30 [REDACTED] For "SKETCHERS" - I have receipts for \$5 Different pairs of "Shape Ups" I have bought!? What do I need to do to get my reimbursement? Please! Let me know and when I should expect payment of my refund for all my Shape Ups! I can present all my receipts still. Thank YOU!

FTC Response Federal Trade Commission Hi everyone. Claims can filed online (might take some time to load) at: www.ftc.gov/skechers Or you can email: skechers@bmcgroupfederal.com. Also, questions can be directed about claims over the phone at: 866-325-4186.

Comment 31 [REDACTED] I have 3 pairs..2 that are the shape ups for sure, and one that is a pair of sandals..I'm not sure if it's shape ups (it has the same shape as the shape ups). Can you explain or show pictures of what the podded sole shoe is the non podded sole shoe is? The link does not explain the difference.

FTC Response Hi [REDACTED] - The shoes are Shapes, Resistance Runner, Toners and Tone-up shoes. You can also call the claims hotline if you have additional questions: 866-325-4186