

Skechers CANADA Consumer Affairs infocanada@skechers.com via freshdesk.com
to me ▾

(Love the Skechers Canada Consumer Affairs cover title : Sounds a little pretentious don't you think? For an arm's length catch-all cheesy one email address via extension email that piles every inquiry into the same choked up funnel. Wow. Skechers cheaps out on even paying for specific department email addresses!! Hey, you can get gmail addresses for free you know. It's every bit as professional as what you're doing already.)

Hello (your/my name here),

Thanks so much for reaching out to us.

(It means you have probably placed an order that pads our high volume profits.)

This is an automated email (just what people with order issues want) to confirm that we've received your email.

We will be working to respond to all inquiries as quickly as possible

(Considering the thousands of emails piling up each day, that might be weeks and we will probably ask for more information so we can kick your can down the road. We work 20 hours a day but can't still can't afford to buy a phone ourselves on our covid wage.)

Next question: Does 'we' mean 2 people are working in the catch all 'info' department or anything up to 10?

Hope you're having fun so far.

and appreciate your patience. (like you have a second choice)

If you would not like to wait, (NO NO I REALLY WANT TO WAIT ...)

most often times an answer can be found in our [Help Center](#) - (like I'd waste my time doing this if the Help Center was any use)

please feel free to take a look there. (Oh, I'm FREE to look there. Thanks so much for your generous offer.)

If your inquiry concerns a delayed or missing order, please kindly allow additional time for Order Status or Tracking Number updates as we, *alongside CANADA POST*, (yeah, like not having any customer service has anything to do with Canada post)

are experiencing higher order volumes - so profits are getting higher; you're warehouse is in full operation - but you pulled any kind of personal customer service... Nice.

while taking safety measures due to COVID-19. -Oh please. You're taking profit measures; so many other corporations manage to keep the customer phone lines open. Why don't you actually pay people a living wage so they can buy a phone - and then cough up for an 800 line with all your 'higher volume order' money.

Please feel free to check the status of your order here: <https://www.skechers.com/en-ca?order-status=true>. Your order number and email address is required.

There's a big problem here; which I why I'm trying to get some personal help!!

If you're not happy with your SKECHERS.com purchase for any reason,

you may return unworn/defective item(s) within 45 days of shipment for a refund via a FREE printable Canada Post return label. To process your return please click here for further details: [How do I return my SKECHERS.com order?](#)

Thank you for your patience.

Sincerely,

Skechers CANADA NO-Support Team