



## OUR RETURNS POLICY

Trust is crucial to a team and, as your partner, we want to make sure our products match your expectations. We offer two levels of returns:

- **30-day Comfort Guarantee:** If you are not completely satisfied with your boots or shoes, simply return them within 30 days from the date you received your order for a refund or exchange. Some restrictions apply.
- **One-Year Returns:** We accept returns of **resalable items** within one year of purchase that are **unworn, in new condition, and in original packaging** along with all packaging attachments and enclosures, including all applicable tags, instructions, etc. For apparel, return item in its original, packaging along with all packaging attachments and enclosures, including all applicable tags, instructions, etc. Some restrictions apply.

Please visit our website (found on opposite side) for full returns details and limitations.

## RETURNS INSTRUCTIONS

Please follow these instructions so we can accurately process your return:

1. Complete the "Contact Information" and "Returned Items" sections below.
2. For non-apparel items, return item in its original packaging along with all packaging attachments and enclosures, including all applicable tags, instructions, etc. For apparel, return item in its original, packaging along with all packaging attachments and enclosures, including all applicable tags, instructions, etc.
3. Place within an outer carton (to prevent damage) along with a) the original packing slip, b) the original receipt, or c) the original order number associated with the return. A Returns Authorization Number must accompany ALL returns made by government agency or business customers. Tape securely.
4. Visit "Downloadable Forms" on our website to print a flat-rate return label. If you choose not to use the prepaid return label, returns should be made via a trackable method to **RETURNS DEPARTMENT, 1340 RUSSELL CAVE RD., LEXINGTON, KY 40505-3114.**
5. Ship using the service options offered by your chosen shipping provider. NO C.O.D.'s WILL BE ACCEPTED. Save all shipping receipts for proof of delivery.

### CONTACT INFORMATION

NAME			
EMAIL			
PHONE		ORDER NUMBER	

### RETURNED ITEMS

ACTION (MARK ONE)	ITEM NUMBER	QTY	REASON CODE	PLEASE GIVE DETAILED REASON FOR RETURN	PRICE
<input type="checkbox"/> Refund <input type="checkbox"/> Repair <input type="checkbox"/> Exchange <input type="checkbox"/> Replace					
<input type="checkbox"/> Refund <input type="checkbox"/> Repair <input type="checkbox"/> Exchange <input type="checkbox"/> Replace					
<input type="checkbox"/> Refund <input type="checkbox"/> Repair <input type="checkbox"/> Exchange <input type="checkbox"/> Replace					

#### REASON CODES

- |                           |                                 |                           |                            |
|---------------------------|---------------------------------|---------------------------|----------------------------|
| A. Wrong style/color size | F. Did not fit                  | J. Does not work          | N. Garment shrinkage       |
| B. Personalization error  | G. Soiled                       | K. Quit working after use | O. Garment fading          |
| C. Parts missing          | H. Damaged package              | L. Colors don't match     | P. Did not order this item |
| D. Items omitted          | I. Broken (package not damaged) | M. Garment construction   | Q. Not my order            |
| E. Not as advertised      |                                 |                           |                            |

**REFUND TOTAL**

REFUND TOTAL
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### EXCHANGED ITEMS OR ADDITIONAL ITEMS

ACTION (MARK ONE)	ITEM NUMBER	DESCRIPTION	COLOR/SIZE	QTY	PRICE EACH	AMOUNT
<input type="checkbox"/> Exchange <input type="checkbox"/> Additional						
<input type="checkbox"/> Exchange <input type="checkbox"/> Additional						
<input type="checkbox"/> Exchange <input type="checkbox"/> Additional						

Payment for Exchanged or Additional Items Difference:

- \_\_\_\_\_ Enclosed Check
- \_\_\_\_\_ Enclosed P.O.
- \_\_\_\_\_ Credit Card (please call the Customer Service number found on opposite side)

TOTAL FOR EXCHANGE/ADDITIONAL	
LESS REFUND TOTAL	
SUBTOTAL	
TAX	
TOTAL	

#### DESTINATION CONTROL STATEMENT

These commodities were exported from the U.S. in accordance with the Export Administrations, the ITAR and OFAC regulations. Diversion contrary to U.S. Law is prohibited. These commodities are authorized for export by the U.S. Government only to the country of ultimate destination indicated in the shipping address. They may not be resold, diverted, transferred, transshipped, or otherwise be disposed of in any other country, either in their original form or after being incorporated through an intermediate process into other end-use items, without prior written approval of the U.S. Department of State.

# THANK YOU FOR YOUR ORDER!

**Please post a review about your new items on our site to help your peers make an informed decision.**

Find the URL for our website on the opposite side.