



RETURNS & EXCHANGES

We at TonyLama.com want you to be completely satisfied with your purchase. Shoes may be returned or exchanged in their original unworn condition within 30 days of shipment. Enclosed for your convenience is a FEDEX Return Label. If you are returning a product, a \$6.95 processing fee will be deducted from your refund.

There is no charge for exchanges.

- 1** On the Merchandise Return/Exchange Form indicate whether you wish to receive a refund or an exchange.
 - If returning for an exchange, please specify the style and size.
 - Indicate the reason for the refund or exchange.
 - Indicate your Order ID#. This can be found on your order receipt.
 - Indicate your billing and shipping addresses.
 - If you are making an exchange, it will be processed as a new order. We will process your return and charge your credit card for the exchange. Please allow your bank 3-5 business days to credit your account. In some cases the charge for the exchange may occur before the credit is processed.
- 2** Place the Merchandise Return/Exchange Form in the box and package up the shoes.
- 3** Place the FEDEX return label on the outside of the package. Then drop it off at a FEDEX location.
 - Give your package to any FEDEX Driver who is making a routine pickup or delivery, or drop it off at any Staples or FEDEX Store. To find another location, visit <https://www.fedex.com/en-us/shipping/dropbox.html>
 - Be sure to put your name and address on the delivery label.
 - Please keep a copy of the tracking number for your records; this is a 12 digit number.
 - When returning a product, a \$6.95 processing fee will be deducted from your refund.
 - Once your return/exchange is received, we will process and notify you via email in 2-3 business days.

MERCHANDISE RETURN / EXCHANGE FORM

1. Please let us know your reason(s) for return:

- | | | | | |
|---|---|---|--------------------------------------|--|
| <input type="checkbox"/> Changed mind | <input type="checkbox"/> Wrong item shipped | <input type="checkbox"/> Different than displayed | <input type="checkbox"/> Fits long | <input type="checkbox"/> Defective |
| <input type="checkbox"/> Gift - Do not want | <input type="checkbox"/> Cancelled order | <input type="checkbox"/> Uncomfortable | <input type="checkbox"/> Fits narrow | <input type="checkbox"/> Workmanship |
| <input type="checkbox"/> Did not like | <input type="checkbox"/> Duplicate order | <input type="checkbox"/> Arch support | <input type="checkbox"/> Fits short | <input type="checkbox"/> Quality of material |
| <input type="checkbox"/> Arrived late | <input type="checkbox"/> Damaged in transit | <input type="checkbox"/> Marked/soiled | <input type="checkbox"/> Fits wide | |
| <input type="checkbox"/> Other (please specify) _____ | | | | |

2. Indicate your Order ID#, billing & shipping addresses.

Order ID# _____

Billing Address:

Name: _____

Address: _____

City: _____ State: _____ Zip: _____

Shipping Address:

Shipping address same as billing address

Name: _____

Address: _____

City: _____ State: _____ Zip: _____

3. Choose return or exchange.

I would like a refund

OR

I would like an exchange. Send me:

Item Name: _____

Stock #: _____ Size: _____

Price: _____ Color: _____

Any Questions? Give us a call at 1-800-550-7327 or Email us – customerservice@justinboots.com, customerservice@tonylama.com, customerservice@chippewaboos.com, customerservice@nocona.com

*The cost of shipping an item back to JustinBoots.com, TonyLama.com, ChippewaBoots.com, and Nocona.com, is always the responsibility of the customer. (Note: exceptions to this policy are made for defective items)

Return/Exchange Shipping Address: Fulfillment Center 610 W Daggett Ave, Fort Worth, TX 76104