DOUBLE-H® WORK★WESTERN Boots

RETURNS & EXCHANGES

We at DoubleHBoots.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. **Shoes that shown sign of wear will be returned and will not be issued a refund.** Enclosed for your convenience is a Pre-Paid Return Label. If you are returning a product, a $6.95 pre-paid label fee will be deducted from your refund.

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.
   - Please indicate the reason for the refund or exchange.
   - Please indicate your Order ID#. This can be found on your order receipt.
   - Please indicate your billing and shipping addresses.
2. **Place the Merchandise Return/Exchange Form in the box and package up the shoes.**
3. **Place the pre-paid return label on the outside of the package after removing the previous delivery label.**
   - Please keep a copy of the tracking number for your records.
   - Drop the package off at the nearest authorized shipping provider location.
   - When returning a product, a $6.95 pre-paid label 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:

❑ Changed mind	❑ Wrong item shipped	❑ Different than displayed	❑ Fits long	❑ Defective
❑ Gift - Do not want	❑ Cancelled order	❑ Uncomfortable	❑ Fits narrow	❑ Workmanship
❑ Did not like	❑ Duplicate order	❑ Arch support	❑ Fits short	❑ Quality of material
❑ Arrived late	❑ Damaged in transit	❑ Marked/soiled	❑ Fits wide	

❑ 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. Your refund (minus the $8.95 return fee) will show on your bank statement in 3-5 business days.

OR

❑ I would like an EXCHANGE. Please send the following: (Note: you will be refunded for the item you return and then charged for the new item when it ships out to you.)

Item Name: _____

Stock #: _____ Size: _____

Price: _____ Color: _____

Any Questions? Give us a call at 1-844-488-9836 or Email us – CustomerCare@DoubleHBoots.com

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

Return/Exchange Shipping Address: Fulfillment Center 71 Railroad Avenue, Dexter, ME 04930