



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 If you print your UPS shipping label at home, place it on the outside of the package after removing the previous delivery label. You can drop it off anywhere you have access to a UPS driver or any Staples or UPS Store. If you choose to use the UPS QR code, take the package to your local UPS shipping location where the code can be scanned from your mobile device and the label created.**
 - To find the closest UPS location, visit <https://www.ups.com>.
 - Please keep a copy of the tracking number for your records; it begins with 1Z V91.
 - When returning a product, a \$6.95 processing fee will be deducted from your refund.

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. Your refund (minus the \$6.95 return fee) will show on your bank statement in 3-5 business days.
OR

- ☐ I would like an EXCHANGE. Please send the following:

Item Name: _____

Stock #: _____ Size: _____

Price: _____ Color: _____

Note: you will be refunded for the item you return and then charged for the new item when it ships out to you.

**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