

## BEARPAW RETURNS:

We stand by our products and strive to provide our customers with the best possible return service. If for any reason you are not completely satisfied, you may return new, unworn items within 90 days for a refund of your purchase price. Please allow up to 14 business days for your return to be processed.



## WARRANTY POLICY:

We guarantee our footwear from defects for a full year from purchase. This does not cover normal wear and tear, discolorations or dye transfers.

## RETURN ADDRESS:

Bearpaw Ecommerce LLC.,1415 Greg St. Suite 101, Sparks, NV. 89431.

If at anytime you need assistance please email [customerservice@bearpaw.com](mailto:customerservice@bearpaw.com) or call us at **1-855-273-4732** M-F 6 am - 5 pm PST

## How to return item(s):

1. Complete this form, including your order number, and enclose the item(s) you are returning.
2. Pack your return in original, reusable packaging if possible.
3. A prepaid label can be found in the box. If you no longer have the return label please contact us for a replacement.
4. Please use the enclosed prepaid label to return product(s). You will receive a refund/credit to your original form of payment once your return has been processed. A confirmation email will be sent when the return has been completed.

## How to exchange item(s):

1. Place a new order online at [bearpaw.com](http://bearpaw.com).
2. Pack your return in original, reusable packaging if possible.
3. A prepaid label can be found in the box. If you no longer have the return label, please contact us for a replacement.
4. Once item(s) are received and processed, a refund will be issued to original form of payment, and you will be notified by email.

Items to be returned:

CODE	QTY	STYLE#	COLOR	SIZE	DESCRIPTION	PRICE

To serve you better in the future, please indicate the reason code for your return:

- |                         |                   |  |                                  |
|-------------------------|-------------------|--|----------------------------------|
| 1. Not the item ordered | 4. Too small      | 7. Ordered more than one, returning alternates | 9. Disliked fabric               |
| 2. Arrived too late     | 5. Disliked style | 8. Manufacturer's defect                       | 10. Damaged or soiled            |
| 3. Too large            | 6. Disliked color |  | 11. Disliked quality/workmanship |

## How to return gift(s):

For gift returns, please complete the following information.

Name: \_\_\_\_\_ Address: \_\_\_\_\_

Order Number (if available): \_\_\_\_\_

Phone #: \_\_\_\_\_ Email \_\_\_\_\_