

Return to Vendor Policy

BLUNDSTONE

Basic Policy Information

You may RTV a Manufacturing Defect Only-----1 year only from our receiving the product off the PO. If customer wants the exact same pair of shoes as a replacement for the defect, refer them to the website warranty department (see link below).

Exceptions

If the Customer was not satisfied: As long as the shoes are not “too worn” and are “re-sellable” they will give us credit, however in this case, we as a store should also be able to “re-sell” them. But they can be sent to the RTV department as long as they are in good/new shape. Example: customer bought/tried to wear them a little and the shoes hurt their feet, so they returned them. All other lack of satisfaction customer purchases will not get credit if they are too worn, DO NOT RTV, MOS

Vendor Requirements (Proof of Purchase, Etc.)

Proof of purchase within one year.

Warranty Links and/or Additional Information

If a customer wants to exchange a pair of shoes that are defective for the exact same pair of shoes they need to be referred to the website for a warranty claim: www.blundstone/warranty-claims

If customer does not want an exchange for exact pair, and it is a manufacturer defect, you may RTV the shoes