

Return to Vendor Policy

CHACOS

Basic Policy Information

You may RTV a Manufacturing Defect . 99.5% of the time they give us credit. See exceptions below.

Exceptions

NOT COVERED: does not give credit for customer issues with “fit or comfort” They will not give credit if shoes are worn past the point of repair. Will not give credit for mis-use of shoes(example hot surfaces/campfire accidents)

Vendor Requirements (Proof of Purchase, Etc.)

Must provide a “good reason” that can be explained to vendor for customer returns, especially when it is something that cannot be seen “visually” and provided by photos via the RTV Department.

Warranty Links and/or Additional Information

This policy is for anything manufactured under the Wolverine Brand which includes Merrell, Sperry, Stride Rite Kids BUT NOT Chacos. Chacos has their own policy under Wolverine