

## Return to Vendor Policy

### MERRELL KIDS

#### Basic Policy Information

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

#### Exceptions

NOT COVERED: Mis-use of customer, for example: campfire accidents/ hot surfaces. Severe neglect with water usage for items not intended for water. Okay to RTV if customer has a “fitting/comfort” issue.

#### 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