

Return to Vendor Policy

MERRELL

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 Sperry, Merrell kids, Stride Rite Kids BUT NOT Chacos. Chacos has their own policy under Wolverine