

Return to Vendor Policy

THE NORTH FACE

Basic Policy Information

You may RTV TNF merchandise for defects and customer satisfaction for a lifetime warranty. See Exceptions

Exceptions

Mis-Use of product for their intended use will not be covered under their warranty and we will not receive credit. Think of this as things like burns, improper laundering, and wear and tear via accidents and inappropriate use of items.

TNF SHOES: 1 year of receipt for store or 1 year from purchase date for customers

Vendor Requirements (Proof of Purchase, Etc.)

Proof of Purchase

Warranty Links and/or Additional Information

They prefer that customers do this themselves, but they will accept RTVs from Mast. If the customer wants a replacement that we don't have, they can be directed to this link, and they may be able to get a replacement or get the item repaired.

(hold down control button and click link)

[Returns & Warranty \(thenorthface.com\)](https://www.thenorthface.com/returns-warranty)