

Return to Vendor Policy

< KEEN >

Basic Policy Information

You may RTV Keen Products due to defect if the defect is found in a reasonable timeframe of one to two weeks. Shoes that are returned after months of wear are considered normal wear and tear...not a defect. Keen will not credit normal wear and tear.

Exceptions

Anything over 1 year of purchase by the customer WILL NOT get credit for. DO NOT RTV items returned after 1 year
Anything that is over 1 year old in our stores that is new and found on the sales floor as defective we will NOT get credit DO NOT RTV items received into the store 1 year ago or more
Items that are mis-used or damaged by accidents by customers such as campfire burns, DO NOT RTV, we do not get credit for these items.

Vendor Requirements (Proof of Purchase, Etc.)

Proof of purchase/and proof of return in order to prove that it is within 1 year. Customer satisfaction issues are done on a case-by-case basis. You may RTV them, but good judgment will need to be taken upon returns for reasons given by customer. Please provide thorough descriptions of problem.

Warranty Links and/or Additional Information

Products returned by customers will be considered on a case-by-case basis, so you may RTV them, as Keen wants to be sure we can sell their product with confidence