

## Return to Vendor Policy

### ALTRA RUNNING

#### Basic Policy Information

**YOU MUST SEND US BACK THE SHOES (the sales Rep said no need to, but we are being asked for photos and sometimes to send them the shoes back), SO PLEASE RTV the actual shoes with the transfer (2/1/23)**

You may RTV a Manufacturing Defect found in the store for new shoes

Customer Satisfaction RTV: 30 day return policy ONLY

300-500 Mile Warranty: Customer satisfaction/warranty for used product must be done online using their warranty link (see below). See exceptions for this warranty

#### Exceptions

Warranty **DOES NOT** cover the following: Fraying due to abuse, deterioration as result of water damage, sole worn through or sole earing out, color fade, cuts, scratches or burns, damage dur to negligence, mis-use or alterations, comfort and fit

#### Vendor Requirements (Proof of Purchase, Etc.)

Proof of purchase/and proof of return to be dated to prove the 30 day return period listed above

#### Warranty Links and/or Additional Information

<https://www.altrarunning.com/warranty.html>