

# RETURN FORM

# FAIRWEATHER

## STEP 1

Fill out Contact/Ship to Information

ORDER # \_\_\_\_\_  
 NAME \_\_\_\_\_  
 ADDRESS \_\_\_\_\_  
 CITY \_\_\_\_\_  
 PROVINCE \_\_\_\_\_ POSTAL \_\_\_\_\_  
 COUNTRY \_\_\_\_\_  
 PHONE NUMBER (    ) \_\_\_\_\_  
 E-MAIL \_\_\_\_\_

## STEP 2

List items you are returning including reason for return. (See chart below)

REASON #	SKU #	COLOUR	SIZE	QTY

### REASON CODES: Enter the reason code in step 2

#### FIT

- 1. Too Small
- 2. Too Big

#### QUALITY

- 3. Damaged/Defective
- 4. Missing parts/hardware
- 5. Comfort not as expected

#### SERVICE

- 6. Wrong item arrived

#### OTHER

- 7. Did not like style/colour
- 8. Did not like fabric

#### Returns:

If you'd like to return your full or partial order, please mail it back to our distribution centre within 30 days of the original order date with a completed Return Form. We are happy to issue a refund back to your original form of payment. You can also return or exchange the items in person to any Fairweather store location for FREE. If you choose to return your items to a Fairweather store location, you will receive a store credit to use in-store. A hard copy of your original invoice must be present in order for an in-store return or exchange to be processed. Please note that store credits issued in-store can only be used on an in-store purchase and are not transferable to our online store, even if the original purchase was made online. If returning by mail, you will be responsible for shipping costs to return the items and shipping charges must be prepaid. Please note that original shipping fees are non-refundable. Items sent to our distribution centre must meet the following criteria in order to receive a refund: All items are unworn and unwashed (free of any stains from makeup, deodorant, or wear) with original tags attached. Items must be accompanied with a hard copy of the original invoice, which serves as your receipt. Returns must be received within 30 days of the original order date with a completed Return Form.

#### Exchanging In-Store:

Because we cannot guarantee we will have the style/size you desire, we are unable to accommodate exchanges by mail. You are welcome to exchange your items at any Fairweather store location for free. However, we cannot guarantee that we will have the same styles or desired size/colour in-stock during your visit. If we are unable to make an exchange in-store, we will process the item(s) as a return and issue you a store credit for use on a future purchase in-store. We accept in-store exchanges at any Fairweather store location. To qualify for an exchange, the following criteria must be met: All items are unworn and unwashed (free of any stains from makeup, deodorant, or wear) with original tags attached. Items must be accompanied with the original receipt issued in-store. The exchange must be processed in-store within 15 days of the purchase date.

#### Damaged Items:

Please take a photo of the item and email it to our Customer Support with a description of the damage. Damaged or incorrect items must be reported within 48 hours of receipt. If the item is not immediately reported, a refund will not be authorized. Upon inspection of the photo you will be asked to print a Return Form. Please fill it out completely and return it along with the damaged item. Once we receive the item(s), we will issue you a refund to your original form of payment. Please note, original shipping costs are non-refundable. We recommend including a tracking number with your package, as we are not liable for packages that get lost in transit.

#### Final Sale Items:

All items listed at 70% off or greater are FINAL SALE and cannot be returned, exchanged, refunded or issued store credit. Gift Cards, E-Gift cards and jewellery are FINAL SALE and cannot be returned, exchanged, refunded, or issued store credit.

## STEP 3

Enclose this form with merchandise. Return through any shipper or insured mail to the below address

### FAIRWEATHER ONLINE RETURN

1185 Caledonia Road  
 Toronto, ON, M6A 2X1