

Merchandise Return Form - Boot Country | Work Country

Customer Information must match with how order was placed:

Name:

Web Order Number:

Phone:

Address:

City & State:

Zip:

Email



Please Ship Return to:

**Boot Country Web Returns
1179 US RT 50
MILFORD, OHIO 45150
UNITED STATES**

Office Use Only:

Date Received:

Date Opened:

Associate:

Return Reason Codes:

(1) Don't want/changed mind	(4) dissatisfied with quality	(7) Found better price somewhere else	(10) Other
(2) Ordered wrong item	(5) Wrong size, too big	(8) Item not as pictured/adverstised	
(3) Received wrong item	(6) Wrong size, too small	(9) Defective/damaged	

Style Number:

Size:

Return Quantity:

Reason Code Number:

If reason code is (9) Defective/damaged, please describe defect:

If reason code is (10) Other, please explain return reason:

- We do not offer exchanges
- Please allow 2-3 weeks for your return to be processed
- Shipping charges are non-refundable
- Credit/refund issued in form of original payment
- Credit/refund will not be issued if return policy is not followed
- see reverse for entire return policy

Need Help?

For the fastest response, please email returns@gobootcountry.com. Or call us at 513-248-2668. Customer service is not open on the weekends. We are available Monday-Friday from 8am-4pm EST. If you call or email outside of these hours, we will get back with you as soon as possible during normal operating hours.

RETURNS & EXCHANGES

- Your return must follow the guidelines below or no credit/refund will be given. If you have questions please email us at returns@gobootcountry.com.
- Our policy lasts 30 days. If 30 days have gone by since your purchase, unfortunately we can't offer you a refund or exchange.
- Returns must be prepaid and insured by the customer and shipped via the carrier of your choice.
- All returns must be accompanied by a MERCHANDISE RETURN FORM and copy of original receipt or packing slip.
- Shipping and handling charges are non-refundable.
- We will not accept CODs or third-party billing for returned merchandise. All COD packages will be refused.
- We cannot be held responsible for items that we do not receive.
- In the event an item is damaged during shipment, please contact the carrier with your tracking number.
- Refund will be issued in the original form of payment.
- Returns without a proof of purchase cannot be processed. Purchases for resale will not be accepted for returns, regardless of dollar amount.
- All products must be unused and undamaged to ensure a full credit.
- We reserve the right to refuse a refund request if it does not comply with these policies

Returns

- To be eligible for a return or exchange, your item must be unused and in the same condition that you received it. It must also be in the original packaging.
- Non-returnable/refundable items:
 - * Gift cards
- To complete your return, we require a receipt or proof of purchase to accompany your return package. If we cannot identify the person who ordered the items, we won't be able to give a refund.
- Please complete and include with your return the Merchandise Return Form.
- Please do not send your purchase back to the manufacturer.

- To return your product, mail to:
 - Boot Country Web Returns
 - 1179 US RT 50
 - MILFORD, OH, 45150

- You will be responsible for paying for your own shipping costs for returning your item. All Shipping costs are non-refundable. If you receive a refund, the cost of shipping will be deducted from your refund.
- We strongly recommend using a trackable shipping service and purchasing shipping insurance. We don't guarantee that we will receive your returned item and are not responsible if it is lost, stolen or damaged in transit to us.

Refunds

- Once your return is received and inspected, we will send you an email to notify you of the approval or rejection of your refund.
- If you are approved, then your refund will be processed (minus any shipping or restocking fees), and a credit will automatically be applied to your credit card or original method of payment, within a certain amount of days (the amount of days varies and depends on your bank or credit card company).
- If you haven't received a refund yet, first check your bank account again.
- Then contact your credit card company, it may take some time before your refund is officially posted.
- Next contact your bank. There is often some processing time before a refund is posted.
- If you've done all of this and you still have not received your refund yet, please contact us at returns@gobootcountry.com.
- Only regular priced items may be refunded, unfortunately discontinued items cannot be refunded.

Exchanges

- We do not process exchanges at this time; however, you may order a replacement item at any time by placing a new order. You may return your order for a refund.

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