



Orders: www.irvines.ca or 1-877-946-9494

Customer Service: 1-877-946-9494

Return & Exchange Form

About Returns & Exchanges

Thank you for shopping with Irvine Tack & Western Wear. We take great pride in our reputation for quality and excellent value. It is important to us that you are 100% satisfied with your purchase. If you are not 100% satisfied with your purchase, you can return your order to Irvine Tack & Western Wear for a full refund within 14 days from the date of purchase. If for some reason you find it necessary to return an item, please fill out this return form. We ask is that you send the items back to us in the original packaging, and ensure the merchandise is in the same condition as you received it. Returned items must be sent prepaid freight within 14 days of purchase. We do not accept packages COD. Original shipping and handling fees are not refundable. Special orders, drop ships and custom merchandise require pre-approval for returns, please phone for more information. We guarantee products only when used for the purpose they were intended, under fair treatment and ordinary conditions. We will replace or repair - at our discretion - articles which prove to be defective in workmanship. Please indicate the reason for your return with a check mark in the boxes provided. Offers are subject to adjustment due to returns, cancellations, and exchanges. Merchandise returned between 14-30 days may be exchanged or refunded in the form of store credit. Please NOTE: Bits and Clearance Items are **FINAL SALE**.

STEP 1 - Please fill out the billing information below:

Order Transaction #: _____

Name: _____

Address: _____

City: _____ Postal Code: _____

Phone: _____ Email: _____

STEP 2 – Select: Return ☐ Exchange ☐

Return Item #(s): _____

Exchange For #(s): _____

Please indicate style, size and color preferences

STEP 3 - Please Choose a Reason for Return/Exchange:

- ☐ Wrong Size
- ☐ Wrong Color
- ☐ Not Item Ordered
- ☐ Item was not as pictured online
- ☐ Quality unsatisfactory
- ☐ Item is defective
- ☐ Duplicate Shipment
- ☐ Changed Mind
- ☐ Other: _____

STEP 4 - Refund

Please indicate original payment method/ how you would like to receive payment

☐ Visa #: _____
Expiry: _____

☐ Mastercard #: _____
Expiry: _____

☐ Please send refund via Gift Card

☐ Please call for credit card information

STEP 5 - Enclose this form, copy of original receipt and your merchandise in a securely sealed package that has all original shipping labels covered or removed. Attach the Return Label to the outside and return via a trackable method – Canada Post Expedited Parcel preferred.

RETURN LABEL - CUT ALONG THIS LINE

Irvine Tack & Western Wear

BOX 429

Crossfield, AB T0M 0S0