



TASMANIA AUSTRALIA · 1870

## Exchange/Return Policy

### Need to exchange or return your boots?

No problem. You may exchange or return your mail order purchase for size, fit, or style reasons within 45 days of date of purchase, provided it has not been worn, damaged, treated with any kind of protectant, polish or conditioner, washed or altered.

Returning your mail order purchase is easy, but first, please try your item on in your home until you are satisfied that it is the correct size boot for you. If you are unsure whether you have the correct size, please contact us. Depending on the style you have ordered, we may be able to assist you in the proper fitting and expectations of fit before you send back a pair of boots that may be right for you.

For sizing information, please see our sizing charts at the back of the enclosed catalogue or visit [blundstone.ca](http://blundstone.ca).

If you have any questions about sizing that our charts do not answer, please contact us toll free at 1-844-446-2995 or please email us at [service@blundstone.ca](mailto:service@blundstone.ca).

We are available Monday to Friday 9:00 am to 5:00 pm EST.

### Do you still need to exchange or return your boots?

You may send back your new, unworn product in its original shipping box to our mail order department and we will ship your requested items back or apply the necessary refund based on your instructions. We do not offer exchanges or refunds on footwear worn outside, damaged, treated with any kind of protectant, polish or conditioner, washed or altered.

Where to send:

#### Blundstone Canada

Consumer Returns  
c/o Tin Shack Ltd.  
31 Stewart Rd.  
Collingwood, ON L9Y 4M7

**Please do not tape directly to the Blundstone box. Please place your boot box inside the box that was sent to you to return, or package in kraft paper.**

### What do I include?

With your return, please complete the information on the reverse side of this page. Put this in the box with a copy of your receipt and include it with your shipment to us. This will allow for the most efficient processing of your return request.

Please note that we do not refund the cost of shipping of returned product. The customer is responsible for all shipping and insurance charges for boots being sent back to us for any reason. There are no shipping costs for exchanged products being sent back to customers.

We will not accept C.O.D. parcels. These will be refused and returned to sender.

### When will my return be processed?

Once we have received and inspected your return, we will process the refund for the value of the product[s] purchased onto your original method of payment. For exchanges, returns will be processed as per the instructions you have included. Please note that we do not refund the cost of shipping.

We'll do everything we can to process your return as quickly as possible. Credits will be applied to your original form of payment, in the amount of the purchase price plus applicable taxes. Processing times vary by season.

Sale, discontinued and sample items are all final sale, no exceptions.

### Want to talk?

We are available Monday to Friday, from 9:00 am to 5:00 pm EST. Our toll-free number is 1-844-446-2995 or please email us at [service@blundstone.ca](mailto:service@blundstone.ca).

Cheers,

Reilly and Maggie  
Blundstone Canada  
Service Specialists



# Exchange/Return Form

Date: \_\_\_\_\_

First Name: \_\_\_\_\_ Last Name: \_\_\_\_\_

Street Address: \_\_\_\_\_

City: \_\_\_\_\_ Province: \_\_\_\_\_ Postal Code: \_\_\_\_\_

Daytime Phone: \_\_\_\_\_ Email: \_\_\_\_\_

---

Purchase Confirmation Order#: \_\_\_\_\_ Date of purchase: \_\_\_\_\_

Style #: \_\_\_\_\_ Size: (CAD/US) \_\_\_\_\_  M  F Colour: \_\_\_\_\_

---

Type of return requested:  Exchange  Refund

---

Reason for return:

<input type="checkbox"/> We shipped the incorrect size.	<input type="checkbox"/> We shipped the incorrect style.
<input type="checkbox"/> I ordered the incorrect size.	<input type="checkbox"/> I ordered the incorrect style.
<input type="checkbox"/> I changed my mind.	<input type="checkbox"/> The product is damaged.
<input type="checkbox"/> The product doesn't fit.	
<input type="checkbox"/> Other: _____	

---

If exchange/refund requested:

Please ship me Style # \_\_\_\_\_ Size: (CAD/US) \_\_\_\_\_ Colour \_\_\_\_\_

Credit Card#: \_\_\_\_\_ Expiry: \_\_\_\_\_

If a refund is requested, it will be applied to the credit card provided above. Visa/Debit is not an acceptable form of payment.

---

Comments: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_