

Wintergreen Northern Wear 205 E Sheridan St Ely, MN 55731

	rns within 60 days of your order's delivery or purcl

Order #:_____

Return/Exchange Form

- 1. If returning, fill out left form. If exchanging, fill out both tables below, including new item details in right table.
- 2. Detach upper return label for outside of package.
- 3. Detach & include this lower form in your package along with the item to be returned.
- 4. Ship with carrier of your choice.

Item Returning

Qty	Item Name	Size	Color	Reason Code	Return	Exchange
						Fill out
						form on right to indicate item you would like in exchange.
						excitatige.

Item for Exchange

Qty	Item Name	Size	Color
	Qty	Qty Item Name	Qty Item Name Size

Reason Codes found on back of sheet.

More Information

General Questions

Have questions or concerns about a garment or your purchase?

Please contact us - our knowledgeable staff who love to help!

Send us an email us at info@wintergreennorthernwear.com or reply to your order confirmation email.

Return & Exchange Policy

We will gladly accept returns within 60 days of your purchase or delivery date for Made to Order items. We do our best to process exchanges within 7 business days. Because we make everything by hand, we get backlogged during peak seasons and sales and it may take longer to complete if we are out of stock.

PLEASE NOTE: Gift cards, custom garments & garments with added fur ruffs are non-returnable, non-refundable and non-exchangeable. Please confirm all details of the garment with our retail staff before ordering a custom garment. Limited Edition items may have their own return & exchange period, please check product page before purchase to confirm.

Our Guarantee

We test our products in all conditions to make sure they'll perform for you. If you are not satisfied, we want to know. We will refund, replace or repair any Wintergreen Northern Wear garments with a flaw or defect in craftsmanship or materials for one year after purchase or delivery. Damage due to normal wear and tear may be repaired at a reasonable charge. Please contact us for more information.

How Do I Care For My Garment?

Please visit the product's page on our website for suggested care instructions.

We use a variety of fabrics so there is no one-size-fits-all washing method!

Instructions for caring for your fur ruff can be found on our website on the "About Our Ruffs" page.

Return Reason Codes

Codes help us identify potential issues with garments & help us improve our products. Please include the code that best relates to your returned item on the front of this sheet.

FIT		SATISFACTION	SERVICE
SMALL/SHORT	LARGE/LONG	13. Quality Unsatisfactory	18. Wrong Item/Color
1. Small Overall	7. Large Overall	14. Did Not Like Fabric	Shipped
2. Bust/Chest	8. Bust/ Chest	15. Did Not Like Color	19. Arrived Too Late
3. Waist	9. Waist	16. Did Not Like Style	20. Damaged in Transit
4. Hips	10. Hips	17. Gift Return	
5. Too Short Overall	11. Too Long Overall		
6. Sleeves Too Short	12. Sleeves Too Long		

