

# OUTLAND

D E N I M

## NEED TO RETURN OR EXCHANGE SOMETHING?

No problem! Please follow the steps below **within 14 days of receiving your delivery.**

**Step 1:** Email [custserv@caulfeild.com](mailto:custserv@caulfeild.com) with your intent to return your purchase. You will be issued an RA number to be included with your return.

**Step 2:** Fill out enclosed return slip, including your RA number.

**Step 3:** Place in package with product and proof of purchase.

**Step 4:** Ensure product is safely packed and clearly addressed to:

OUTLAND DENIM  
c/o CAULFEILD APPAREL  
1400 Whitehorse Road  
Toronto, ON M3J 3A7 Canada

**Step 5:** Place enclosed FEDEX return label on outside of box (Return label is located in White Folder).

**Step 6:** Please include the RA number, clearly labeled on the exterior of the package.

**Step 7:** Drop off package at your nearest FEDEX depo.

**Please note:** If you require a refund, the purchase price will be refunded back to the original method of payment once we have receipt of the jeans. If you require an exchange, we will send out the new pair of jeans free of charge once we have receipt of the original pair in the condition it was purchased in.

For more information or help at any time, please call 1-800-268-7939 or email [custserv@caulfeild.com](mailto:custserv@caulfeild.com)

NAME:	
ADDRESS:	
SIGNATURE:	RA NUMBER*:

\*Returns will not be accepted without an RA Number. Please review the steps listed above and contact [custserv@caulfeild.com](mailto:custserv@caulfeild.com).

### IF YOU ARE RETURNING ITEM/S:

QTY:	PRODUCT CODE:	SIZE:	DESCRIPTION OF ITEM EXCHANGING (style name and wash - i.e. Isabel in black)	RETURN QTY:	REASON CODE:
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A - Faulty/poor quality

B - Looks different to image on site

C - Does not fit properly

D - Ordered more than one size

E - Do not like colour

F - Does not suit me

G - Arrived too late

H - Incorrect item received

### IF YOU ARE EXCHANGING ITEM/S:

QTY:	PRODUCT CODE:	SIZE:	DESCRIPTION OF ITEM EXCHANGING (style name and wash - i.e. Isabel in black)	RETURN QTY:	DESCRIPTION OF NEW ITEM (style name and wash - i.e. Isabel in black)	NEW SIZE:
	—					
	—					
	—					