

Warranty Evaluation Form - Canada

Customer Information

To Return a Product for Warranty

Evaluation:

Please clean and repackage your return carefully. Fill out this warranty evaluation form and include it with your product.

Choose the shipper of your choice and return to the address above. Insure the package and keep the receipt until your order has been processed. Sorry, but we can not accept COD returns. We will process your evaluation and notify you with options as soon as possible.

NAME	<input type="text"/>		
ADDRESS	<input type="text"/>		
CITY	<input type="text"/>	PROVINCE	<input type="text"/>
POSTAL CODE	<input type="text"/>		
PHONE NUMBER	<input type="text"/>		
EMAIL ADDRESS	<input type="text"/>		

BRIEFLY EXPLAIN THE REASON FOR YOUR RETURN

PRODUCT NAME	<input type="text"/>	SIZE	<input type="text"/>
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FOR OFFICE USE ONLY

- PRODUCT IS UNDER WARRANTY - Kenetrek will repair your product at our expense or exchange for a replacement item if a repair is not possible. (*See below)**
- HEAT DAMAGE - NOT WARRANTIED - Boots can be damaged from heat. This is usually caused by being too close to campfires or woodstoves. Heat damage is evident when the softer EVA layer of the outsole shrinks to a smaller size than the outsole. Also the toe box of the boots can shrink when exposed to excessive heat evidenced by wrinkles in the toe counter inside the boot.**
- USE OF OIL ON BOOTS - NOT WARRANTIED - We recommend treating the leather in your boots with Kenetrek Boot Wax. Other brands of boot dressing contain heavy oils or animal fats that will delaminate the glue bond of the rubber rands potentially ruining your boots. We will notify customers if their boots can not be repaired. (*See below)**
- NORMAL WEAR AND TEAR - NOT WARRANTIED - We produce Kenetrek Boots with the finest quality components and materials available. Many of our customers are the hardest boot users on the planet. Although our boots are designed for comfort and durability, they do eventually wear out. Most times, we can rebuild the boots with new outsoles, insoles, and laces to almost like new condition. The cost of a full refurbishment is far less than a new pair of boots. (*See below)**

***NOTE: While minor repairs are possible here in Canada, major repairs and refurbishments are completed at Kenetrek USA in Montana. Shipping fees are the responsibility of the customer.**

KENTREK REPAIR CENTER – 96 Northstar Lane – Bozeman MT 59718 – To contact directly (406) 556 - 5780

WARRANTY EVALUATION COMMENTS

Kenetrek Product Warranty

Our products are warranted to be free of manufacturing defects. If any Kenetrek product fails due to defective materials or poor workmanship within 12 months from the date of purchase and before the soles are worn 75%, they will be repaired or replaced by Kenetrek. Damages caused by improper care, alterations, accidents, or natural wear and tear are not covered. Send your defective or damaged products to Kenetrek for evaluation. If Kenetrek deems your product defective we will repair or replace it at our expense.