



ALTAMA FOOTWEAR
340 NATCHEZ TRACE DRIVE
LEXINGTON, TN 38351

TO RECEIVE AN RA#, PLEASE CONTACT
customerservice@altama.com

PLEASE TRY YOUR BOOTS ON!

The most important part of buying a pair of boots is to be sure they properly fit.

Please lace up and try on your new Altama boots **BEFORE** making any modifications to them.

At ALTAMA, we put our name behind every product we make and we want you to be completely satisfied with your boots. It is for this reason that we guarantee our first quality boots against defects in materials and workmanship for one year, excluding the Cadet Series. The Cadet Series carry a 30 day warranty. We also have a 30-day warranty on size and satisfaction for all boots bought directly from us.

RETURN POLICIES

To be eligible for an exchange or refund of new boots:

1. Your boots must not be polished
2. Must not show any wear and/or
3. Be changed in any way from their original condition

To be eligible for our quality warranty factory repair or a replacement pair of defective boots:

1. Must be within one year of purchase
2. There is a material or workmanship defect
3. ALTAMA's quality control department approves the replacement

To return your boots for either a refund or a replacement pair you must obtain a RETURN AUTHORIZATION number from our customer service department and fill out the form found on the back of this sheet.

If you return your boots for a refund we will refund you 100% of the cost of the boots, excluding shipping charges. For exchanges on size and style we will pay to ship them to you, but we will not reimburse you for the cost of returning the original pair.

If you have any questions concerning return policies or procedures, please contact Customer Service by email or through our website at the address at the top of this sheet.

RETURN AUTHORIZATION SHEET

Tell us below where to ship your replacement boots. Please choose the appropriate reason for your return, fill in all the requested information, and ship your boots to the **TN address** at the bottom of this page. COD shipments will not be accepted. **Return shipments will be refused without approved RA#s. Please write your RA# on the outside of the box.**

RA Number _____ **No RA# = NO credit or replacements!**

Name _____

Address _____

Phone Number _____

E-Mail Address _____

Return within 30 Days

Reason for Return:

Wrong Size

Please note: for wrong size and style returns, worn boots will not be exchanged or refunded

Received Defective

Explain: _____

Other

Explain: _____

Action Requested:

Refund

Exchange

Replacements Requested:

Style _____ Size _____ Width _____

Return after 30 Days

Materials Appear Defective

Explain: _____

Workmanship Appears Defective

Explain: _____

Please note that ALTAMA Footwear reserves the right to determine the nature of the defect and the remedy of repair or replacement.

ALTAMA FOOTWEAR RETURNS
340 Natchez Trace Drive
Lexington TN 38351-0268