



**ALTAMA Footwear  
340 Natchez Trace Dr.  
Lexington, TN 38351**

**To Request an RA Number:  
Email: [customerservice@altama.com](mailto:customerservice@altama.com)  
Website: [www.ALTAMA.com](http://www.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 purchase. We guarantee our first quality boots against defects in materials and workmanship for one year from the date of purchase. We also offer a 30-day warranty on size and comfort.

### **RETURN POLICIES:**

**\*Returns will be refused without approved RA #s \***

**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 a 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 addresses 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!**

Replacements Requested: Style \_\_\_\_\_ Size \_\_\_\_\_ Width \_\_\_\_\_

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

Please be sure to include correct style and size above.

## 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**