



STEEL BLUE RETURNS POLICY

60 Days comfort Guarantee & 6 Month Manufacturer's Warranty - Non-Return of goods

When a customer brings their boots back wanting to claim Manufacturer's Warranty or 60 Days Comfort Guarantee, please follow the below steps:

- Customer needs proof of purchase (receipt)
- Manufacturer's Warranty is valid for 6 months from date of purchase.
- Comfort Guarantee is valid 60 days from date of End User purchase.
- If the customer is within the above terms they are then entitled to a full refund or replacement pair at the same value
- If you are unsure if the claim is valid please call your Steel Blue Sales Rep.

Email request to your Sales Rep with the completed returns template obtaining the following details:

- Distributor/Branch
- Product Code
- Size
- Colour
- Batch Number
- Manufacture Date (located on the middle of the sole next to shoe sizing)
- Reason for credit
- Photos of
 1. The boot (to confirm style)
 2. Fault if applicable
 3. Manufacture Date (waist of the sole)
 4. Batch number
 5. Destroyed boots - once approved

Once received by your Sales Rep your request will be sent to info.america@steelblue.com for processing, You will then receive an email with approval and a complete RMA. The Distributor is advised to destroy the boot and send a final picture for confirmation, you will then receive a credit by return email.

Stock Returns

- Any boots that are return to stock need to be approved by your Sales Manager or Territory Manager if more than 3 pairs.
- Once approved by the Sales Manager or Territory Manager please email details to info.america@steelblue.com.
- Customer Service will then send you a Return Material Authorization form (RMA), which needs to be sent back with the boots inside the box. Boots are not to have been worn and please ensure boxes are unmarked
- Boots are to be sent back to 13028 Garrett Road, Houston, TX 77044 on your own freight
- Once Steel Blue receives the boots, our Returns Department will assess them and our Accounts Department will then process the credit

If you have any questions about the above returns policy, please call your sales representative or call the US Head Office on 281-445-8800.

Steve Nash	m 346-302-8381	steve.nash@steelblue.com
Michael Prescott	m 346-302-1260	michael.prescott@steelblue.com
Chad Weaver	m 346-773-8889	chad.weaver@steelblue.com
Tate Stratton	m 918-899-9881	tate.stratton@steelblue.com
Rick Sweatt	m 346-744-3635	rick.sweatt@steelblue.com

BATCH NUMBER (LOCATED INSIDE BOOT)



MANUFACTURE DATE



Steel Blue Returns Template

Please forward template via email to info.america@steelblue.com or via fax 844-525-9889 to receive your Returns Material Authorization (RMA) Number and Return details – this form is not your return form.

Distributor / Branch: _____

Contact Name: _____

Contact Phone Number: _____

Email Address: _____

Code	Colour	Size	Qty	Invoice #	Batch #	Manufacture date	Reason for Return

Notes: _____

Please note: Credits will not be processed unless accompanied by an RMA form sourced from Steel Blue