

# Returns & Exchange Form



## 1 - Order Reference Number (Found on your order confirmation email)

## 2 - Email Address

## 3 - Shipping Information

Full Name:			
Address:			
City:		State	
Country:		Zip/ Post	
Ph (Day):			

## 4 - Billing Information (If different from Customer Billing Information)

Full Name:			
Address:			
City:		State	
Country:		Zip/ Post	
Ph (Day):			

## 5 - How would you like us to handle your request? (Found on your order confirmation email)

Exchange item (Please fill out reorder section below)

I am returning a gift. Please send (Check one):

Refund / Credit

Exchange

Credit (Merchandise Certificate)

## 6 - List the item/s you are returning, including reason. (Refer to chart below)

Qty	Style Code	Size	Style	Description - Range Name / Color Name	Reason
1	CABSGRTW4	M	Tall	EXAMPLE - SUPER GLOSS / FIRE ENGINE RED	19

Sizing	Service	Quality	Product Performance	Style/Preference	Other
10 - Overall Too Small	16 - Wrong item shipped	21 - Marked, spotted, scratched	28 - Durability	30 - Do not like Color	37 - Changed mind
11 - Foot Length Too Small	17 - Late arrival	22 - Quality of Sheepskin	29 - Excessive Fading	31 - Do not like Style	38 - Gift - do not want
12 - Calf Too Small	18 - Part of discontinued line	23 - Quality of Rubber Boot		32 - Do not like Pattern	39 - Reason not listed
13 - Overall Too Small	19 - Duplicate shipment	24 - Workmanship		33 - Do not like Hardware	
14 - Foot Length Too Small	20 - Had cancelled merchandise	25 - Defective		34 - Do not like Fit	
15 - Calf Too Small		26 - Coordinates did not match		35 - Coordinates did not match	
		27 - Item not as pictured		36 - Item not as pictured	

Please check here if you would like to include additional comments. You may list your comments on the back of this form

## 7 - Please place your re-order here.

Qty	Style Code	Size	1st Choice Color #	Alternate Color #	Description - Range Name / Color Name	Price Each	Total
1	CABLSPM	M	BAPK	GMGY	SUPER GLOSS / PALE PINK	\$280.00	\$280.00

## 8 - Method of Payment (All prices stated in us, moovculture pty ltd cannot accept american express.)

Visa  Master Card

Credit Card Number

Expire Date



Signature \_\_\_\_\_

NOTE: Additional merchandise ordered may qualify for additional special offer or require additional shipping and handling charges. If no method of payment is provided, the original credit card will be charged for any balance due. A full accounting will be emailed when its shipped. If you have any questions about your return, please email us at [service@moovculture.com](mailto:service@moovculture.com).

We will gladly issue you a refund, credit or exchange for the value of the merchandise returned within 30 days of purchase provided goods are in the original state as purchased. If you find you need to return merchandise after 30 days, we will issue a merchandise certificate for the value of the merchandise. Special offers may be subject to reduction by return/exchange or cancellation.

## 9 - Enclose this form along with the merchandise and attach the shipping label on the following page.

Enclose this form along with the merchandise in a secure package. Attach the Return Label to the outside and return through any UPS shipper or by insured mail. Please allow 30 days for us to receive your return and process your request.

[service@moovculture.com](mailto:service@moovculture.com)

RETURN LABEL

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c/o Bergen Logistics West 6000  
Rickenbacker Rd  
Commerce, CA, 90040  
United States  
(P) (323) 271-0127