



2029 Elk Creek Pkwy
Independence, VA 24348

800-766-4165 • 276-773-3131 • customerservice@foxcreekleather.com

Return and Exchange Policy

Your complete satisfaction is guaranteed 100%.

If you are unhappy with your purchase for any reason, just return it, unused, for a refund or an exchange within 30 days. There will be no refund or exchange on any damaged or abused item. **There is no restocking fee for stock items returned in new condition within 30 days. All stock orders returned in less than new condition and/or after 30 days will be subject to a 20% restocking fee.** Do not put pins, patches or embroidery on your garment until you are sure you want to keep the item. We will not accept any items that have been altered from their original form. Please note that custom orders are non returnable and all shipping costs are non refundable. If the item does not fit properly and you need help deciding what to order, please call us before returning it.

Fox Creek Leather will pay ground shipping for the initial order shipped to the customer (within the contiguous US states) on items valued \$100 or more. Customer must pay return shipping on all items sent to us. Customers will be charged standard shipping fees on all exchanges sent. This fee will vary depending on what item is exchanged. Please note, expedited shipping is available at additional cost.

International customers must pay all shipping fees on international shipments, both returns and exchanges. We are not responsible for any brokerage, duties, clearance fees, added value taxes, and/or other fees incurred.

Note to international customers only: do not ship returns to us via UPS.

If you are returning boots, you must return the original box and all tags.

If you ever have a problem you can call us toll free at 1-800-766-4165 or email at customer service@foxcreekleather.com.

I wish to (check one):

Return this item and have my card credited the cost of this item.

Exchange this item for a _____.

I understand that my card will be credited or charged the difference between the two items and/or shipping fees incurred. *(This box must be checked)*

My exchange is already shipping to me.

I am returning/exchanging this item because:

My measurements are (only needed for exchanges and as applicable):

Chest/Bust: _____ Sleeve Length: _____ Height: _____ Weight: _____
Stomach Girth: _____ Waist: _____ Thigh: _____ Outseam: _____ Inseam: _____

Name of person who ordered: _____

Shipping address (if different than on order): _____

Day time Telephone #: _____ Order/invoice number _____