

# COZYBOOTS.COM RETURN/EXCHANGE FORM

Upon arrival of your order please inspect contents for any **defects, shortages or shipping errors**, and report within **72** hours.

Ugg products have a one year warranty against manufacturing defects from date of purchase. If you feel you have a defective product please call us and a pre-paid shipping label will be sent via email or U.S. Mail to you. **If you do not call for a return label, and ship it on your own, your return shipping charges are not refundable.** Once we inspect the return we will either replace the item or refund your credit card on file. If no manufacturing defect is found the product will be returned and return shipping costs will be applied to your account..

On exchanges return shipping charges are the responsibility of the customer. If a re-order is done Cozyboots will pay the outbound shipping on the re-ordered product.

When returning product to Cozyboots please return in the same way you received your products from us. All shoe boxes must be put into another shipping box.

**Very Important! We strongly suggest that you use Fed Ex, UPS, DHL or a carrier that gives you a way to track your order once you ship to us. You may of course use the U.S. Postal Service to return but we suggest you get insurance and ask for a delivery confirmation. Please send your returns to:**

**Cozyboots.com Returns Dept.**

**5960 Valentine Rd. Suite 18**

**Ventura, CA 93003**

**Please include a copy of your invoice and this return form. You have 90 days to return unworn boots/shoes. Call for authorization if longer than 90 days.**

Please select the boxes below pertaining to your return.

Item is Defective (describe defect). If item is defective check one of the two boxes below (refund or exchange)

\_\_\_\_\_

\_\_\_\_\_

Returning for Refund to credit card.

Exchanging

for: \_\_\_\_\_

Include name, size and color of shoe you want us to send.

Other \_\_\_\_\_