



RETURN POLICIES AND PROCEDURES

We would like all of our customers to be pleased with their purchase. If the product you purchased directly from The Frye Company is not what you expected, please return it to us for a refund. The product must be returned unworn, within 30 days from the date of purchase (no scuff marks – please walk on a carpeted area when trying on footwear). All returns are inspected upon receipt at our returns facility.

Please note, you will be responsible for the return freight charge. The only freight charges that are refunded would be for a product that has a manufacturer’s defect, or if we have shipped you incorrectly.

If your Frye product suffers from a manufacturer defect, return it within TWO years from the date of purchase (include a copy of your packing slip) and Frye will, at our option, REPLACE (same or like product), REPAIR or issue you a REFUND.

REFUNDS will include original FREIGHT charges to you and UPS Ground charges back to us **ONLY IF** the return is due to a manufacturer’s defect or due to a shipping error on our part. Refunds will be credited to your account within 15 business days (3 weeks) of receipt of your packaged return according to our policies stated above.

These return policies and procedures as well as the use of the “Frye Direct Returns Form” apply **ONLY** to consumers who purchased their Frye product from Frye (either by internet or by phone). Frye is not responsible for any open balances, overdraft fees or service charges resulting from the timing of charges or credits to your account.

Please follow the instructions below to ensure your refund:

1. Please place the included return address label on the outside carton, over the original label. Please note this is an address label only, not a prepaid shipping label. The selection of return carriers is up to you.
2. Please fill out this form and include it with your return.
3. Please include the packing slip.
4. We **STRONGLY** suggest that you:
 - a. Return the package by a carrier that can track your return. UPS or Fed Ex is recommended.

INFORMATION:	BILL TO (Original Purchaser)	SHIP TO
NAME		
ADDRESS		
CITY, STATE, ZIP		
CONTACT PHONE NUMBER		
EMAIL		

RETURN DETAILS:

ORDER NUMBER _____ (located on packing slip)

Was this item purchased for you as a GIFT? YES NO

STYLE #	NAME	COLOR	SIZE	REASON FOR RETURN

If you would like to place an order for a different Frye style/color/size, please visit our website at:

www.thefryecompany.com or call us at 1-800-826-FRYE (3793)

Thank you for being part of the Frye team!

PLEASE DO NOT WRITE BELOW THIS LINE: (FOR USE BY FRYE ONLY)

DATE RECEIVED AT WAREHOUSE ___/___/___

GOODS WERE RECEIVED IN ___ NEW ___ USED (IF USED INDICATE CONDITION BELOW):

ATTRIBUTE TO PRODUCT DEFECT? _____

ORIGINAL INVOICE AMOUNT \$ _____ DATE CREDITED ___/___/___