



Warranty Claim Form

Please complete this form and include the following information in an email to **customersupport@vfc.com**:

- * Internal tags showing style number and size
- * Product in its entirety
- * Bottom of soles showing tread, for footwear
- * Defective area
- * Proof of purchase within 12 months from an authorized dealer or seller
- * *For security purposes, please do not send information in hyperlinks or drop box (or similar) files*

Name: _____

Street Address: _____

City/State/Zip: _____

Phone: _____

Email: _____

Are you a VF employee? _____

VF Employee ID # (and Workday email above): _____

Was the item purchased directly from a Timberland store or Timberland.com? _____

If "Yes", please provide store location or your order number: _____

If "No", please provide the authorized seller/store name and location: _____

REASON FOR RETURN – please include how product is used, including frequency:

****Failure to include any portion of the requested information may result in a significant delay or denial of your claim. See INSPECTION STATUS section below for more information****

PRODUCT REPLACEMENT:

If the result of your inspection reveals a product defect, we will replace it with the same style and size. If the same style and size is not available, we will ask that you choose a similar style by visiting www.timberland.com, equal to or less than the amount you paid for the original purchased item.

INSPECTION STATUS:

After all required information for your claim is submitted, a quality inspector will be assigned to review your claim. Processing times vary by season and can take anywhere from 5-10 business days. Inquiring before the allotted time frame will significantly delay our processing times. Our quality inspectors will update you as promptly as possible. We appreciate your patience.

NOTICE:

When completing this form, please provide the most complete and accurate information possible to ensure a timely response. Upon receipt and review of all information you provided, if your product is not covered by our warranty, we will notify you of our decision.

Signature: _____

Date: _____
