



# Warranty Return Form

Please complete all applicable fields of this form and include a copy with your warranty return.  
FOR INSPECTION, YOUR PRODUCT MUST BE RETURNED DIRECTLY TO:

**Timberland Consumer Returns**  
**50 Service Lane**  
**Danville, KY 40422**

For further questions or concerns, please email us at [TblCustomerSupport@vfc.com](mailto:TblCustomerSupport@vfc.com), or call **1-888-802-9947**

Name:

Address:

City/State/ZIP:

Phone #:

Email:

## REASON FOR RETURN:

## PRODUCT REPLACEMENT OPTION:

If the result of your inspections reveals a product defect, we will replace it with the same style. If your product is not available we will send you a e-gift card to use on [www.timberland.com](http://www.timberland.com) or in any Timberland Store.

## SHIPPING INFORMATION:

All shipping to the Warranty Department must be paid by the consumer. Timberland will absorb the return shipping charges. We strongly suggest insuring your package and using a shipping method that provides you with a tracking number. Timberland cannot be liable for lost inbound packages.

## RETURN STATUS:

You can track your package with your shipper to determine if and when it has been delivered. Once we have received your product in the Warranty Department, we will send out an email letting you know that. Our typical turnaround time is **3-4 weeks** from the day we receive your product at our facility until your original product or replacement product is returned to you, depending on the result of your inspection.

## LEGAL NOTICE:

Please provide the most accurate contact information possible. In the event your product is not found to be defective it will be returned to you promptly with signature required service. If your product is returned to us as Undeliverable or Refused, we will attempt to contact you and will hold the product for 30 days. Failure to contact us within the 30-day holding period will result in your product being discarded.

Signature:

Date: