



# Warranty Claim Form

Please complete this form and email to [customersupport@vfc.com](mailto:customersupport@vfc.com). We also require the following photos:

- \* 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

Name: \_\_\_\_\_

Street Address: \_\_\_\_\_

City/State/Zip: \_\_\_\_\_

Phone: \_\_\_\_\_

Email: \_\_\_\_\_

Are you a VF employee? \_\_\_\_\_

VF Employee ID #: \_\_\_\_\_

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

If "Yes" to the above, please provide your order number or store location: \_\_\_\_\_

If "No" to the above, please provide the authorized store name and location: \_\_\_\_\_

## REASON FOR RETURN:

***\*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](http://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. We will acknowledge receipt of your claim within 72 business hours. Please allow 5-7 business days for a final determination. During our peak holiday season (Nov, Dec, Jan), please allow 7-10 business days. Our quality inspectors will update you as promptly as possible.

## 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: \_\_\_\_\_