



Warranty Claim Form

Please email this completed form to us_warranty@timberland.com and include the following pictures:

- * 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
- * Shoe box and label showing size and style info

Name(s)

Street Address:	City/State/Zip:
Phone:	Email:
Are you a VF employee?	VF Employee ID # (and Workday email above):

If purchased from Timberland.com, please provide your order number: _____

If purchased from a Timberland store, please provide the location: _____

If none of the above, please state 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 be happy to credit you the amount paid on your receipt to use toward another product in the form of an eGift card.

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:
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