

## PRODUCT RETURN & EXCHANGE FORM

www.Grapevinehill.com

Grapevinehill cares about your satisfaction. If you need assistance please email us at [info@grapevinehill.com](mailto:info@grapevinehill.com) or call us at 978-338-5552 x205 (9am-4pm M-F EST)

**Return Address:**  
**Grapevinehill.com Returns**  
**1 First Ave, Unit 2**  
**Peabody, MA 01960**

### RETURNED ITEMS MUST MEET 4 SIMPLE REQUIREMENTS

- Product must be in unworn condition and only tried on for fit and sizing. Shoes that show any wear are subject to a 50% restocking fee or no refund at all at Grapevinehill's discretion.
- Product must be returned within 30 days upon receiving the item.
- Product must be properly boxed with the shoe or boot box inside the cardboard box it came in or another appropriate box. Do not tape or write on the shoe box itself or you will be subject to a 50% restocking fee
- You are responsible to pay for the return shipping to Grapevinehill.

### IF THE ABOVE REQUIREMENTS ARE MET, FOLLOW THE STEPS BELOW

1

#### YOUR CONTACT INFORMATION

Name	
Address	
City	
State	ZIP
Email	
Phone	

Exchanges and replacements are subject to availability. We will make every effort to fulfill your request. Grapevinehill offers free ONE WAY domestic shipping for exchanges. We will ship your new shoes to you for free; you are responsible for the cost of shipping the items back to us. Refunds will be issued invoice amount less shipping in the same method in which they were paid. In cases where we made the error, total invoice amount plus return shipping will be reimbursed at standard ground rates. Refunds may take up to 7 business days from receipt. Email confirmation is sent after refund or exchange is processed.

2

#### ORDER INFORMATION

Order Number	Item Name or Description	Price

3

#### CIRCLE ONE

Refund

Exchange

4

#### REASON FOR RETURN

Fit & Sizing	Unwanted Gift/Do not like	Other

5

#### EXCHANGE REQUEST (IF APPLICABLE)

SKU	Item Name or Description	Size

#### Office Use Only:

- Return processed by: \_\_\_\_\_
- Transaction Updated
- Customer Emailed
- Inventory Updated
- Full Refund
- Replacement Sent
- Exchange Sent
- Refund Completed By \_\_\_\_\_
- Date: \_\_\_\_\_
- Payment/Refund Method: \_\_\_\_\_