

Forget Anything? Free Shipping If You Did! Enter Coupon Code: **FREESHIP** - for free UPS Ground Shipping

(offer valid within contiguous U.S. only)

1935 W 12th Ave. Denver, CO 80204

800-924-5484

support@winterkids.com | support@winterwomen.com

RETURNS (Check either option 1, 2, or 3 and fill out section A on the form below)

• **OPTION 1:**

I NEED TO RETURN AN ORDER LESS THAN 30 DAYS OLD

A full refund for all product(s) returned will be processed to your original payment method.

• **OPTION 2:**

I NEED TO RETURN AN ORDER BETWEEN 30-90 DAYS OLD (check either option A or B)

A. Check here if you would like a full refund for all product(s) returned as a **store credit** (valid for 2 years).

B. Check here if you would like the refund for all product(s) returned to your original payment method with a 15% re-stocking fee applied.

• **OPTION 3:**

I NEED TO RETURN AN ORDER BETWEEN 90-150 DAYS OLD

A 15% re-stocking fee is applied and the remainder is issued as a store credit (valid for 2 years).

Go to WinterKids.com/returns or WinterWomen.com/returns and follow the "Shipping Label" link to create your UPS return shipping label (available within contiguous U.S. only). A **\$8.95** fee will be deducted from your refund total for the use of our UPS return label, or you may ship your return using any other shipping method of your choice. Please allow 3-5 business days for refunds to process after they are received at our facility.

EXCHANGES

• **OPTION 1:**

For best availability, place a new order for your exchange item(s) using coupon code FREESHIP for free UPS Ground Shipping (within contiguous U.S. only). Create and print a pre-paid UPS shipping label at WinterKids.com/returns or WinterWomen.com/returns to send your return item(s) back for free (within contiguous U.S. only). We'll issue a refund for the merchandise as soon as we receive it.

Check here if you placed a new order for your exchange items. Enter your new order number in the box below to be eligible for free return shipping on your exchange, and complete section A only on the form below.

Exchange Order Number:

• **OPTION 2:**

If you do not want to place a new order, fill out the form below to request your desired exchange item(s). Go to WinterKids.com/returns to create and print your free UPS return shipping label (within contiguous U.S. only). Once received, we'll ship your exchange items back to you free of charge (within contiguous U.S. only). Any price difference between return and exchange items will be charged or refunded to your original form of payment.

Check here if you have NOT placed a re-order for your exchange items and fill out sections A through C below.

Our UPS shipping labels may only be used when shipping within the contiguous United States. All customers may send any return or exchange to us via any other shipping method of your choice. However, only our labels are free on exchanges, and incur a **\$8.95** fee on returns in the contiguous U.S. We cannot be held responsible for lost or damaged returned items not shipped using our UPS shipping labels. The address to send your exchange or return can be found above.

Original Order Number(s):

SECTION A - Returning Merchandise:

Quantity	Style Name / Description	Color & Size	Reason for Return

SECTION B - Please Exchange for: (Only complete the following sections if you have not already placed an exchange order)

Quantity	Style Name / Description	Color & Size	Price

If an exchange item is not available, a refund will be issued to the original form of payment.

SECTION C - Where would you like your exchange(s) shipped?

Name:

Address:

Phone and Email:

RETURN POLICY

Our 100% guarantee ensures that every item you purchase meets your high standards or you can return it for a replacement or refund. All merchandise returned or exchanged must be in pristine condition, not worn, with all tags still attached, and in original product packaging. You may return your purchase within 30 Days of the invoice date for a full refund of the merchandise to the original payment method used for purchase. If a return is received after 30 - 90 days from the order date, a 15% restocking fee will be applied and the remaining balance will be refunded to your original payment method used for purchase or, upon request, a store credit can be issued (valid for 2 years). If items are returned between 90 - 150 days after the invoice date, a 15% restocking fee applies and the remaining balance will be issued as a store credit to your account on the website you made your original purchase (valid for 2 years). Items will not be accepted for return or exchange after 150 days of the invoice date.

For our full return/exchange policy visit: <http://www.winterkids.com/returns> or <http://winterwomen.com/returns>