

WinterKids | WinterWomen | WinterMen

Attn: Returns

2510 MacArthur Road Whitehall, PA 18052

support@winterkids.com | support@winterwomen.com | support@wintermen.com

**I need a FREE exchange**

*\*Please check the field below.*

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

**I placed a new order online**

Check here if you placed a new order for your exchange items. Enter your new order number in the box below and we will waive the return label fee (applicable only if our pre-paid label is used within the contiguous U.S.)

*\*Fill out section A only below.*

Exchange Order Number:

**I have not placed a new order online**

If you do not want to place a new order, fill out the form below to request your desired exchange item(s). Once received, if your requested exchange item is still in stock, we'll ship it 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.

*\*Fill out sections A through C below.*

**I need to return for a refund**

*\*Fill out section A below.*

Create and print a pre-paid UPS shipping label at WinterKids.com/returns (available within contiguous U.S. only). A **\$9.95** fee will be deducted from your refund total for the use of our UPS return label on returns, 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.

*\*NOTE: Should you need to return an oversized item (such as skis, snowboards, sleds, etc.) a prepaid UPS return label is available for \$24.95.*

- **45 Days or Less:** Full refund to payment method used for purchase

- **46-100 Days:** 15% restocking fee applied with remainder refunded to payment method used for purchase

- **101-150 Days:** 15% restocking fee applied with remainder refunded as a store credit valid for two years

- **Returns cannot be accepted after 150 days**

*\*See bottom of form for more details and visit WinterKids.com/returns for full policy details*

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 an **\$9.95** 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 near the top of this form.

*\*NOTE: Should you need to return an oversized item (such as skis, snowboards, sleds, etc.) a prepaid UPS return label is available for \$24.95.*

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	

*If an exchanged item is not available, and the original order is less than 100 days old, a full refund will be issued to the payment method used for purchase. If the original order is 101-150 days old, a store credit will be issued. Exchanges cannot be made after 150 days.*

**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 45 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 46-100 days from the order date, a 15% restocking fee will be applied and the remaining balance will be refunded to your payment method used for purchase. If items are returned between 101-150 days after the invoice date, a 15% restocking fee applies and the remaining balance will be issued as a store credit to your account (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>