



SHOW THE EARTH WHO'S BOSS

WARRANTY

What This Warranty Covers: This Warranty covers defects in materials and workmanship in Mack Boots manufactured footwear. Mack Boots does not warrant and is not responsible for damage caused by misuse, abuse, accidents, neglect, laundering and the natural breakdown of materials over time or used in a manner contrary to the purpose or suitability of the product or problems that may be reasonably expected with normal wear or other actions which occur after the product leaves our control. Forms of misuse may include, but are not limited to cuts/abrasions, excessive heat/burns and exposure to chemicals, excessive water or trauma/force.

How Long This Warranty Lasts: This Warranty lasts for six months from date of purchase by you as the consumer ("you"), as shown on your purchase receipt or other acceptable proof of purchase, or twelve months from date of manufacture, whichever is the longer period. The date of manufacture is on a tag attached to the product. Coverage ends, however, if you sell or transfer the product, or give it to someone else.

What We Will Do: Mack Boots will inspect the product at no charge to you, other than the freight cost to ship the product to us. If the Warranty Department determines, in its sole discretion, that the product has a defect covered under this Warranty, we will repair or replace it within approximately four weeks. If the defective product is not repairable and an identical product is not available, we will replace it with a product of comparable style and color and of equal or greater value, at our discretion. If we accept that there is a defect covered by this Warranty we will reimburse the cost of your freight charge to us.

Limitation of Liability: Where permitted by law, Mack Boots' maximum liability to you whether under this Warranty or otherwise, is limited to the purchase price you paid for the product. To the greatest extent permitted at law Mack Boots excludes all liability for loss of use, indirect, consequential, punitive or special damages, however caused, whether for breach of warranty, tort (including negligence), strict liability or otherwise. If any provision of this Warranty is unlawful, void or unenforceable, that provision shall be deemed severable and shall not affect any remaining provisions. If there is any inconsistency between the English and other versions of this Warranty, the English version shall prevail.

How to Get Warranty Service: To submit a faulty return claim, send us an email with a brief description of the problem and the date of purchase to returns@mackbootsusa.com or call us at (888) 843 3186. You will be sent a Faulty Return Form (FRF) via email with a Return Authorization Number (RAN). Complete the FRF and email it back to returns@mackbootsusa.com. Once a RAN has been issued, the returned product must be received by Mack Boots USA within 2 weeks from the date of issue otherwise the RAN will be voided. Footwear must be cleaned of all dirt and adhering material prior to shipment. Please include a copy of the FRF. **A copy of your original receipt or proof of purchase must also be supplied.** Send the product via a shipping service that ensures the package can be traced and allow four weeks processing time.

MACK BOOTS USA

Federal Tax ID: 30-0715258

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