

## Returned Goods Policy

### Return Authorization Required

All returns must be authorized in advance by Wolverine World Wide, and all such requests must be accompanied by Wolverine World Wide invoice number. If approved for return, Wolverine World Wide will issue a Return Authorization ("RA") number.

*Wolverine World Wide Customer Service contact information: 800-270-6575*

### Defective Returns

Authorized returns accompanied by a RA number and claimed to be defective will be inspected after receipt at Wolverine World Wide's Returned Goods Department.

If Wolverine World Wide's Returned Goods Department, in its sole discretion, determines that the returned goods are defective, Wolverine World Wide will credit Customer the price initially charged for the merchandise based on the invoice provided at the time the RA was requested. If Customer is unable to provide the invoice number, Customer will be credited the most recent invoiced price.

If Wolverine World Wide's Returned Goods Department, in its sole discretion, determines that the returned goods are not defective, Wolverine World Wide will inform Customer that there is "No Credit" and such goods will be immediately disposed of unless:

1. Customer has specifically requested in writing that all "No Credit" Goods be returned to Customer, or
2. Customer has enclosed a note with the Goods requesting that specific Goods be returned if "no credit" can be allowed. Return of "No Credit" Goods to Customer will be at Customer's expense.

Returned freight costs to Wolverine World Wide incurred for merchandise deemed "No Credit" upon inspection will be charged back to Customer.

### Returns to Stock - Wolverine World Wide Error

Authorized returns to stock accompanied by a RA number and claimed to be due to packaging or shipping error (e.g., wrong quantity, style, or other aspect) must be made within seven (7) days of receipt of such goods by customer. Upon receipt and inspection by Wolverine World Wide's Returned Goods Department, Customer will be credited the invoice price for goods received in saleable condition.

### Returns to Stock - Not Wolverine World Wide Error

Authorized returns to stock accompanied by a RA number for any reason not mentioned above must be returned in saleable condition, and will be subject to a \$3.00 per pair restocking fee. Upon receipt, Wolverine World Wide's Returned Goods Department will inspect the returned material. In the event the returned goods require repackaging, an additional fee \$2.50 per pair will be charged for repackaging. Customer will be credited the initial purchase price on the invoice provided at the time of return authorization, less restocking and/or packaging fees. Should Wolverine World Wide, in its sole discretion, agree to accept a return without the applicable invoice number, Customer will be credited the most recent invoiced price, less restocking and/or repackaging fees.

## **Shipping – All Returns**

All authorized returns must be shipped in compliance with Wolverine World Wide's returned goods instructions to the address communicated by Wolverine World Wide Customer Service upon issuing the RA number and will not be accepted at any other location. Specifically, such returns must be identified with the RA number clearly marked on the outside of each shipping carton. When issuing the RA number, Wolverine World Wide Customer Service will provide Customer with additional shipping instructions.

***Shipment of Defective Returns and Wolverine World Wide Error Returns.*** RA labels for parcel shipments, or instructions for shipment via Wolverine World Wide-approved carrier for ground freight shipments, will be provided by Wolverine World Wide Customer Service at the time the return is authorized. Defective returns must be marked "Defective" on the outside of the shipping carton. Returns to stock cannot be mixed with defective returns. If shipped in accordance with Wolverine World Wide's returns policies, return freight will be at Wolverine World Wide's expense.

***Shipment of Returns to Stock – Not Wolverine World Wide Error.*** Freight costs for returns to stock that are not due to Wolverine World Wide error will be at Customer's expense.

Shipments without advance authorization may be returned to Customer at Customer's expense. Collect shipments will be refused.

## **Items Not Purchased from Wolverine World Wide**

If any merchandise not purchased from Wolverine World Wide is shipped to Wolverine World Wide, it will be returned to the Customer who shipped such merchandise, and the shipping costs will be charged to the Customer's account.