

ORDER NUMBER



EXCHANGES AND RETURNS

NAME

Item	Description	(please tick one ✓)		Replacement UK size	Replacement colour		Reason code
		Exchange	Refund		Preference 1	Preference 2	

PROCEDURES FOR YOUR EXCHANGE/RETURN

Thank you for shopping with us. We appreciate your business and want you to be satisfied with your purchase. Be sure to test your new footwear on a clean, indoor carpeted surface for a minimum of one hour to be positive you have a proper fit. Try on both shoes; most people have one foot slightly larger than the other. These fitting recommendations are for your benefit as we want your new footwear to be comfortable and long-lasting.

Within 30 days of receiving this shipment, you may return any product in its ORIGINAL condition for a refund. Please note we can only process like for like exchanges for a different colour or size of the SAME STYLE.

Please keep in mind all requests for refund/exchange will be processed as received. We cannot make any changes to the return or action requested upon receipt.

We have a one-year warranty against defective material and/or workmanship. If you have a warranty claim please contact customer services or visit our website for support.

For your protection, we recommend you use a trackable method to ship your package to us and ensure it is adequately insured.

All returns must be clean and free of all dirt and debris. We cannot refund/exchange items not in their original condition.

Please allow 5 working days from the time we receive your package for your refund or exchange to be processed. Refunds will be in the same form as original payment and may take up to 7 working days to show in your account after being processed, dependent on your bank or card issuer.

REASON CODES FOR EXCHANGE OR REFUND

1. I would like an exchange
2. The item doesn't fit me
3. I simply changed my mind
4. The item looked different on the website
5. I received a duplicate order
6. I received the wrong item
7. The item arrived defective (describe below)

For customer services
please call us on

+44(0) 808 234 2388

or email

customerservices@teva-eu.com

Please use this address label to return your parcel

RETURNS DEPARTMENT

Teva

Deckers Benelux B.V.
P/a Van der Helm - Hudig
Orionweg 6-8
4782 SC Moerdijk
The Netherlands