



Warranty Claim Form

(Canada Only)

Please complete this form and email to customerservice@terrafootwear.ca.

We also require the following photos:

- Internal tags showing style number and size
- Product in its entirety
- Bottom of soles showing tread
- Defective area
- Proof of purchase within 6 months from authorized dealer or seller

Name:

Address:

Phone:

Email:

Are you a WWOOF employee?

WWOOF Employee ID #:

Please provide the authorized store name and location:

REASON FOR RETURN:

**Failure to include any portion of the requested information may result in a significant delay or denial of your claim.
See INSPECTION STATUS section below for more information**

PRODUCT REPLACEMENT:

If the result of your inspection reveals a product defect, we will replace it with the same style and size. If the same style and size is not available, we will ask that you choose a similar style, equal to or less than the amount you paid for the original purchased item.

INSPECTION STATUS:

After all required information for your claim is submitted, a quality inspector will be assigned to review your claim. We will acknowledge receipt of your claim within 72 business hours. Please allow 5-7 business days for a final determination. During our peak holiday season (Nov, Dec, Jan), please allow 7-10 business days. Our quality inspectors will update you as promptly as possible.

NOTICE:

When completing this form, please provide the most complete and accurate information possible to ensure a timely response. Upon receipt and review of all information you provided, if your product is not covered by our warranty, we will notify you of our decision.

Signature:

Date: