



WinterKids | WinterWomen | WinterMen

Attn: Returns

105 Airport Rd. Warehouse D, Pottstown, PA 19464

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 FedEx or USPS 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 FedEx or USPS shipping label at WinterKids.com/returns (available within contiguous U.S. only). Return label fees vary by product type—please check our Returns page for details. If using our FedEx or USPS label, the fee will be deducted from your refund. You may also use any other shipping method. Refunds process within 3–5 business days after receipt.

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

- **46-90 Days:** 15% restocking fee applied with remainder refunded to payment method used for purchase

- **Returns cannot be accepted after 90 days**

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

Our FedEx or USPS shipping labels may only be used when shipping within the contiguous United States. Our site will choose either FedEx or USPS Ground Advantage as the return shipping method depending on the site of the item(s) you are sending back. 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. We cannot be held responsible for lost or damaged returned items not shipped using our FedEx or USPS shipping labels. The address to send your exchange or return can be found near the top of this form.

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 |  |
|----------|--------------------------|--------------|--|
|          |                          |              |  |
|          |                          |              |  |
|          |                          |              |  |
|          |                          |              |  |
|          |                          |              |  |

*Exchanges cannot be made after 90 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 46-90 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. Items will not be accepted for return or exchange after 90 days of the invoice date.

For our full return/exchange policy visit: <http://www.winterkids.com/returns>