

Product Warranty

We take pride in everything we make. That's why only quality workmanship and premium materials go into everything we make. All Timberland® products are covered under our warranty against material and manufacturing defects (this is not a guarantee against wear and tear). If your Timberland® product is defective, we'll make things right. We recommend that you first try returning it to the store where you bought it. If you are not able to do this and you bought it in the United States, please contact our Customer Service team:

We will be happy to replace the item if a member of our quality inspection team finds it defective. If it is not found to be defective, we will return it to you as soon as possible.

For Online Purchases:

For online purchase questions, you may contact us via 1-888-802-9947 or email us via our online [Contact Us](#) form. Please select the "Online Customer Service" option in the form.

For Store Purchases:

For store purchase questions, you may contact us via 1-800-445-5545 or email us via our online [Contact Us](#) form. Please select the "Retail Services & Warranty" option in the form.

Free Return Policy

At Timberland.com, our goal is simple: We want you to feel as confident in your order as we do in our product. And you can, because we stand behind every product we make. You may return merchandise purchased online for size, fit or style reasons within 60 days of shipment of your order, provided it has not been damaged, washed, altered or worn. If you desire to return your shop.timberland.com merchandise, it is free and easy to do. We provide a pre-paid shipping label for FREE returns.

Final Clearance items are not eligible for returns and/or exchanges.

Timberland does not accept international returns. If returns are shipped to us from outside the U.S. or its Territories, any taxes, duties, custom fees or shipping charges incurred from the return will be the responsibility of the customer. Pre-printed return labels will be enclosed with all orders. If you need a return label, please contact customer service by [email](#) or at 888-802-9947.

Please note and keep the return tracking number until your account is credited.

At this time, we are unable to accept returns for customized product. Custom footwear orders are nonrefundable, other than because of manufacturing or materials defect (this does not cover normal wear and tear). For additional information, please contact our 24-hour Customer Service team at 888-802-9947.

Return Exceptions: Gift cards, online gift certificates and Final Clearance items are considered final sale and are not eligible for return.

Shipping Damage: If you receive an item that was damaged during shipment, contact our 24-hour Customer Service team within 10 days of delivery at 888-802-9947. Please have your order number, item number and tracking number from your original confirmation e-mail. Timberland.com will make every reasonable effort to reorder the item or credit your purchase in a timely manner.

Warranty: If there's a defect in your merchandise, ship it back to us and we'll make things right. All Timberland® products are covered under our warranty against material and manufacturing defects, even after 60 days from your purchase shipment date. If Timberland® determines that a product has a material or manufacturing defect, we'll replace it.

Customer Service: We want to make sure you're happy with your shopping experience. Our 24-hour Customer Service team can help resolve any problems you may have experienced with your purchase. They can also assist you with reordering an item, and you'll receive FREE GROUND SHIPPING on that reorder. Please contact them at 888-802-9947.

Holiday Returns: Free returns make holiday shopping easy at timberland.com. If you aren't satisfied with your purchase, you can ship it back to us using the free returns label enclosed with your initial order or by visiting one of our [retail stores](#). If you need a return label, please contact customer service by [email](#) or at 888-802-9947. Holiday returns will be accepted through **Friday, January 23, 2015**. After this date, returns will not be accepted. Returns cannot have been worn, damaged, washed or altered. At this time, we are unable to accept returns for customized product.

Free Return Instructions

At shop.timberland.com, our goal is simple: We want you to feel as confident in your order as we do in our product. If you desire to return your shop.timberland.com merchandise, it is free and easy to do. We provide a pre-paid shipping label for FREE returns. Or, if you need an exchange, we'll send it to you FREE of ground shipping charges. Please contact our 24-hour customer service team at 888-802-9947.

ONLINE RETURNS

RETURN AT A TIMBERLAND® STORE: You can return or exchange your shop.timberland.com purchase at any Timberland® specialty store or factory outlet within 60 days. After 60 days, returns will only be accepted for defective merchandise. Simply present the packing slip, together with the original credit card used to make your purchase, for a refund. If an alternative form of payment was used (Online Gift Certificate, Gift Card, PayPal, etc.), then a merchandise credit will be issued, which can be used at any Timberland® specialty store or factory outlet. Find the [store nearest you](#).

Return by Mail: To ship your purchase back to us using the return form provided on your packing slip, please take the following steps:

- Fill it out. Detach the bottom half of the packing slip (that came with your order) and fill out your return information on the front. Include the quantity and a reason code for each item you are returning.
- Box it up. Using a durable shipping box, package up your return merchandise with original packaging, if possible, and [include the return form](#). Seal securely.
- Ship it. Ship your return by completing the following:
 - Write your return address in the space provided in the upper-left corner of the label, after the word "FROM"
 - Affix the Merchandise Return Label securely to your package.
 - Take the package to your nearest post office for delivery. No postage is necessary if the package is mailed from within the United States
 - If you don't have a pre-printed return label, please contact customer service by [email](#) or at 888-802-9947.
 - Please note and keep the return tracking number until your account is credited.

Once your return is received and processed, your purchase will be credited to your initial form of payment for the product price plus any applicable taxes. (Please note that refunds can only be posted to the credit card used to make the purchase, not to a different credit card. If your purchase was made with a Timberland® Gift Card or Online Gift Certificate, the original Gift Card or Certificate will be credited to reflect the return.)

We'll do everything we can to take care of your return quickly. It may take up to two billing cycles for the credit to appear on your credit card statement. Returns with complete documentation receive priority. Please note that Timberland® is not responsible for returns lost in transit to us.

STORE RETURNS

If you have any questions about returning products purchased at a Timberland® specialty or outlet store, please contact our store Customer Service team by [e-mail](#) or at 1-800-445-5545 (Monday - Thursday 8:00 a.m. - 5:30 p.m. EST and Friday 8:00 a.m. - 5:00 p.m. EST).