



Return and Exchange Form

We now offer a Return Portal to help streamline general returns/exchanges. Please visit <https://thewesternco.loopreturns.com/#/> to start a request or apply for a return label. Returns will be processed and approved much faster through the portal so this form should serve as a back-up/manual request.

Returns/Exchanges

For **all** inquiries, customers have **30 days** to reach out after receipt. All products must be returned in their original condition: never worn or washed and including original tags/packaging. Any requests made after this window may be subject to fees or rejection. We recommend securing the **return tracking #** when shipping back to us to track the progress of your return. Returns and exchanges may take up to **5 business days** to be processed after they are received. You will receive a confirmation email **after** your return has been processed. All labels are provided through our Returns Portal, starting at \$10. Exchanges or store credit refunds will waive this fee in most cases. Labels are not guaranteed and may be denied due to quantity of items, late inquiries, or other disqualifying reasons. We reserve the right to charge restocking fees or refuse any request that does not meet our policy requirements. **Clearance items and international orders are not accepted as returns or exchanges under any circumstances.** For full policy details visit: <https://www.thewesterncompany.com/pages/returns-exchanges>

For defective/damaged/lost items, you will need to contact us separately with pictures and a description of the issue. Please reach out to the phone/email contact information below and we will work diligently to get the issue resolved.

Please send merchandise back to the following address:

The FURMO Group
3508 Peoria St, Unit 104
Aurora, CO 80010

Name: _____ Order #/ID: _____ Date: _____ Request Type: ☐ Return ☐ Exchange

Reason: ☐ Size/Fit ☐ Different than Expected ☐ Gift Return ☐ Material/Quality ☐ Other: _____

Desired Action: ☐ Please issue a monetary **refund** (minus a handling fees if you used our label)
☐ Please issue a **refund** in the form of **store credit** (no label fee)
☐ Please **refund**, I have placed a new "**exchange**" order. My new Order #/ID is _____
☐ Please process an even **exchange** for me (complete the information below)

I am **RETURNING** the following items:

| Style #/Product | Size | Description | Price |
|-----------------|------|-------------|-------|
| | | | |
| | | | |
| | | | |

I would like the following item(s) in **EXCHANGE**:

| Style #/Product | Size | Description | Price |
|-----------------|------|-------------|-------|
| | | | |
| | | | |
| | | | |

Please confirm the address to ship the exchange to - otherwise we will ship to the address on file.

Name: _____ Email: _____ Phone: _____

Address: _____ City/State: _____ Zip Code: _____