



## Return and Exchange Form

To access return labels or file claims, please visit <https://www.thewesterncompany.com/apps/redo/returns-portal> to submit a request. 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. Labels are free to customers who purchased the **REDO protection plan** at checkout, otherwise customers will be prompted to purchase a label. 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-2024>

**For defective/damaged/lost items, please file a claim in the portal linked above. 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 STE 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: \_\_\_\_\_