



Warranty Form

Thank you for contacting Reef Warranty Services. Fill out the requested information, print off the form, include it in your package, and send your item back to the address listed below. You are responsible for the cost of shipping the product back to us. Please use a method that you can track, as we are not responsible for lost items.

If you have a receipt (within 1 yr) as a proof of purchase: we should be able to process your claim via email. Fill out the form completely and email it with a copy of your receipt and pictures of the damage to reef_customerservice@vfc.com. Your pictures should include a top view, bottom of the sole, defective area, and printed label inside the product.

If you do not have a receipt (within 1 yr): Please mail the items/s back with your form.

Once all information is received and it is verified as a Reef defect, we will replace the defective item. If the item is no longer available we will replace your item with a comparable item based on styling, price, and the options listed below. If the product is not covered under the Reef warranty policy, it will be returned to you. Allow 4 -6 weeks for processing and shipping.

Return Address:

Reef Warranty Services **OR**
P.O. Box 1817 (USPS)
Appleton, WI 54912

Reef Warranty Services
N850 Cty Hwy CB (FedEx or UPS)
Appleton, WI 54914

Name: *(Please print clearly:)* _____

Street Address: (No Po Boxes) _____

City: _____ State: _____ Zip: _____

Phone Number: (_____) _____ Email Address: _____

Product Name: _____ Size: _____ Color: _____

Retailer: _____ Date of Purchase: _____

Description of the defect: _____

*Please give us suggestions on what style(s) you would like in case the defective product is not available. Choices must be the same price point. Check out www.reef.com. These suggestions will be used based on availability, otherwise we will select an alternate item.

SEND SAME STYLE DO NOT SEND SAME STYLE

Choice 1: Style Name: _____ Color: _____ Size: _____

Choice 2: Style Name: _____ Color: _____ Size: _____

Choice 3: Style Name: _____ Color: _____ Size: _____

Email: reef_customerservice@vfc.com Phone: 844-500-7333

Office Use Only:	<input type="checkbox"/> Mail	<input type="checkbox"/> Email	Reason Code: _____
Return Date: _____			
Style Returned: _____	Code: _____	Size: _____	Color: _____
<input type="checkbox"/> Logged	<input type="checkbox"/> Entered	<input type="checkbox"/> Emailed	
Process Date: _____			
Replaced With: _____	Code: ---- _____	Size: _____	Color: _____
SD # _____			

REEF WARRANTY POLICY:

REEF footwear is guaranteed against manufacturer's defect (from date of purchase from an authorized Reseller) for a maximum of 1 year. Product covered by the REEF guarantee will be replaced at REEF's discretion.

Lifetime limited warranty: Voyage(R) sandals are warranted to the original owner against manufacturing defects in materials and workmanship for the lifetime of the product. If defective, Reef will, in its discretion, repair or replace product or refund purchase price. Legal rights vary by jurisdiction. For details: visit www.reef.com.

SANDALS:

The following defects are covered by the REEF guarantee when claims are made within the one year guarantee time:

- Straps/buckles pulling out (Where soles are not severely worn)
- Delamination of layers
- Glue on the straps
- Stitching coming undone on any part of straps

SHOES:

The following defects are covered by the REEF guarantee when claims are made within the one year guarantee time:

- Sole separation from upper
- Seams unstitching on upper (except when due to wear)
- Non-matching color between two halves of pair

APPAREL:

The following defects are covered by the REEF guarantee when claims are made within the 1 year guarantee time:

- Fraying of fabric and trims (not following wash care instructions will not fall under this warranty)

BAGS:

The following defects are covered by the REEF guarantee when claims are made within the 1 year guarantee time:

- fraying/ripping of fabric/materials under normal use

WHAT IS NOT COVERED:

The following are NOT covered by the REEF guarantee nor are the above covered when any of the following are prevalent:

- Fraying of straps/shoe uppers due to use/abuse
- Deterioration as a result of water abuse
- Sole wearing out or worn through
- Alien abduction beam causes colors to fade
- Skateboard/bicycle abuse
- Fit, blisters, comfort
- Cuts, scratches, burns, etc.
- Damage caused by negligence, misuse or alteration of products
- Damage caused by wetting non-waterproof products such as leather styles

ANY PROBLEM NOT LISTED ABOVE WILL BE EVALUATED ON AN INDIVIDUAL BASIS BY REEF WARRANTY DEPT.