



Crocs, Inc.  
Niwot, CO 80503  
Toll Free# 1-877-238-4404

## **2008 Warranty Policy for Defective Products**

(Including but not limited to: Crocs, Crocs Rx, Ocean Minded, Fury, You by Crocs & Bite)

Crocs products warranty will cover any material and manufacturing defects for **90** days from the date of purchase by Customer. **\*Exception for Fury Composite Sticks: Crocs product warranty covers any material and manufacturing defects for 30 days from date of purchase by customer. The stick will not be covered under Crocs warranty if 1) abuse above and beyond the intended use is found 2) signs of overheating or manipulation of integrity of stick is found.\***

Broken rivets and straps on shoes are covered under the Crocs products warranty. Dealers can request replacement straps and rivets by emailing a request to their Crocs Accounts Manager (**Sales**) or fax the request to **303-848-7024**. If replacement parts are unavailable or if a manufacturing defect is found, faulty product may be returned to Crocs with a Return Merchandise Authorization number (RMA#) for credit. **Note: we will not accept any worn products for Credit unless the product is deemed faulty and not repairable.**

All returns must be accompanied with a Return Merchandise Authorization number (**RMA#**). In order to obtain RMA# for a **warranty return**, please contact your Crocs Account Manager (**Sales**) with notification that you have a return request. Please **fax** in the attached form: "**Dealer Request for RMA# for Defective Products**", fully filled out, to your Crocs Accounts Manager (**Sales**) or to **303-848-7024**. Please note in detail the problem with the product. Upon return of defective warranty merchandise to Crocs, merchandise will be inspected, evaluated, and credit will be applied to your account in a timely manner.

## **2008 Return Policy for Shipping Errors**

(Including but not limited to: Crocs, Crocs Rx, Ocean Minded, Fury, You by Crocs & Bite)

**Sales are final.** It is not part of the standard policy of Crocs, Inc. to accept returns unless the product is shipped in error or has been deemed defective according to the official Crocs, Inc. warranty.

Shipping error returns will not be allowed beyond seven (7) days of receipt of shipment. **Shipping error documentation must be submitted to Crocs within seven (7) days of receipt of shipment for review by Crocs.** When a shipment from Crocs, Inc. is received, please check it over carefully. Claims for damages, shortages or other errors in delivery must be made, in writing, to Crocs with seven (7) days after receipt of shipment. All products received by Buyer, or Buyer's agents, not rejected within seven (7) days of receipt thereof shall be deemed accepted. Failure to provide such written notice shall constitute a waiver of all such claims regarding such shipment by Buyer.

All returns must be accompanied with a Return Merchandise Authorization number (**RMA#**). Please contact your Crocs Account Manager (**Sales**) with notification that you have a return request. In order to obtain RMA# for orders with **shipping errors**, please **fax** in a copy of the packing slip or invoice, noting in detail the problem with the shipment, to your Crocs Accounts Manager (**Sales**) or fax the request to **303-848-7024**. Please provide a phone number and contact name on the fax. **Your request will not be processed without a copy of the packing slip or invoice.** All return requests must include the reason for the return along with the appropriate details.

Once the fax is received and approved, an RMA# will be assigned, copy of the RMA# and a Return Shipping label(s) will be mailed to the dealer. If you require a copy of the RMA# via e-mail or fax, we will be happy to accommodate that request. Please keep a copy of the RMA# for your records and return a copy with the product being returned. **PRODUCTS BEING RETURNED MUST MATCH WHAT IS ON THE RMA.**

**Unauthorized returns will not be accepted.** Any product authorized to be returned outside of the above circumstances may be subject to a 20% restocking fee.

Once the return is received, inspected and evaluated, it will be processed and you will receive your credit in a timely manner. Please complete all paperwork properly so we may expedite your return request.

### **When Shipping:**

Each box shipped back to CROCS must have the following documentation:

- Crocs Return Shipping Label must be visible on the outside of EVERY BOX
- Correct RMA# must be visible on EVERY BOX.
- Copy of Crocs Return Merchandise Authorization (RMA#) document



**PLEASE FAX THIS COMPLETED FORM TO  
Your Crocs Sales Account Manager  
Or: 303-848-7024**

**DEALER REQUEST FOR A RETURN MERCHANDISE AUTHORIZATION  
FOR DEFECTIVE PRODUCTS (Customer Returns)**

(Including but not limited to: Crocs, Crocs Rx, Ocean Minded, Fury, You by Crocs & Bite)

\*\*\*You must have a Return Authorization Number (RMA#) and completed Return Merchandise  
Authorization document from Crocs, BEFORE sending any product back\*\*\*

COMPANY NAME \_\_\_\_\_ STORE# \_\_\_\_\_  
(Credit to be applied to)

COMPANY ADDRESS \_\_\_\_\_  
(Street Address)

CITY \_\_\_\_\_ STATE \_\_\_\_\_ ZIP CODE \_\_\_\_\_

TELEPHONE \_\_\_\_\_ COMPANY CONTACT \_\_\_\_\_

\*\*All information on this form must be completed\*\*\*

	<u>MODEL</u>	<u>COLOR</u>	<u>SIZE</u>	<u>QTY</u>	<u>PROBLEM</u>
1	_____	_____	_____	_____	_____
2	_____	_____	_____	_____	_____
3	_____	_____	_____	_____	_____
4	_____	_____	_____	_____	_____
5	_____	_____	_____	_____	_____
6	_____	_____	_____	_____	_____
7	_____	_____	_____	_____	_____
8	_____	_____	_____	_____	_____
9	_____	_____	_____	_____	_____
10	_____	_____	_____	_____	_____

Crocs products warranty will cover any material and manufacturing defects for **90** days from the date of receipt of goods.

**\*Fury Composite Sticks: Crocs product warranty covers any material and manufacturing defects for 30 days from date of purchase by customer. The stick will not be covered under Crocs warranty if 1) abuse above and beyond the intended use is found 2) signs of overheating or manipulation of integrity of stick is found.\***

Broken rivets and straps on shoes are covered under the Crocs products warranty. Dealers can request replacement straps and rivets by emailing a request to their Crocs Accounts Manager (**Sales**) or fax the request to **303-848-7024**. Tearing of the shoe in any manner is NOT covered, as it would result from stresses that are beyond the scope of the shoe.

All returns must be accompanied with a Return Merchandise Authorization number (**RMA#**). Please contact your Crocs Account Manager (**Sales**) with notification that you have a return request. In order to obtain RMA# for a **warranty return**, please fax this form, fully completed, to your Crocs Accounts Manager (Sales) or fax to **303-848-7024**. Please also note in detail the problem with the products.

**DEALERS ON NET TERMS: Credit will be available to apply to invoice(s) at your direction with your next Payment.**

**DEALERS ON CREDIT CARD TERMS: The credit from the RMA will be refunded to the credit card on which the products were originally purchased.**

**PLEASE ALLOW 10 BUSINESS DAYS TO RECEIVE YOUR RMA#. THANK YOU!**