



GUARANTEE FORM

If you aren't completely satisfied with your SmartWool purchase, we want to know about it. Please print the guarantee form, fill in the details, include it in your package and send your freshly laundered item back to the address listed below within two years of purchase*. You're responsible for the cost of shipping the product back to us. The shipping method is up to you, but please use a method that you can track as we're not responsible for lost items.

Once the product is returned, we'll replace the item. If it's no longer produced or in stock we'll get as close as we can, replacing it with a comparable item based on style and price. Then we'll send out your replacement product and pick up the tab for shipping it back to you.

Sometimes good things take time: please allow 4-6 weeks for processing and shipping. **Thanks for your patience!**

Return Address:

**SmartWool Guarantee Department
3495 Airport Circle
Steamboat Springs, CO 80487**

Please Print:

Name:

Street Address: [No PO Boxes]

City:

State:

Zip:

Phone:

Email:

Product Name:

Size:

What went wrong?

Where did you purchase the item?

When did you purchase it?

...

Just in case the item you returned is no longer in stock, please give us a few suggestions of styles you'd like to substitute instead. Check out www.SmartWool.com for current styles and colors. Otherwise, we'll replace it with a comparable item based on style and price.

Choice 1 -

Style Name:

Color:

Size:

Choice 2 -

Style Name:

Color:

Size:

Choice 3 -

Style Name:

Color:

Size:

Contact our Guarantee Services department:

Email: customerservice@smartwool.com

Phone: 888-879-WOOL (9665)

If you're mailing USPS, FedEx, or UPS:

SmartWool

Attn: Guarantee Department

3495 Airport Circle

Steamboat Springs, CO 80487

*Products that have not been washed will not be considered. It's a health and safety thing, but it's also not fun to handle other people's dirty clothes.