

## Sterling Leather Minnetonka Exchange Form

Complete this form and include it with your exchange

- All Exchanges must be sent to:  
Sterling Leather Exchanges  
1135 Crescent Avenue  
Oakford, PA 19053
- All Exchanges must have an Exchange Merchandise Authorization (EMA) number. You may use the reference number from the 4" x 6" white index card included with your order or by e-mailing us at [exchanges@sterlingleather.com](mailto:exchanges@sterlingleather.com). Exchanges sent to us without an EMA will not be accepted.
- We will contact you when your exchange has been processed. This process usually takes up to 2 weeks\*.
- We are committed to getting you the correct fitting shoes and offer FREE Exchange Shipping on all Minnetonka footwear exchanges:
  - Free exchange shipping only applies to orders sent within the contiguous United States. Excludes Hats, Cowboy Boots, APO/FPO orders, extended U.S. and all international orders
- Please include a \$2.50 re-stocking fee for each item returned. (this fee is charged to us by Minnetonka and is not a fee imposed by Sterling Leather).
- Altered or Worn items may not be exchanged. All exchanges must include the original shoebox. Please do not ship items directly in the shoebox. Items returned without the original shoebox or in a damaged shoebox are subject to a \$3.00 re-boxing fee. (This fee is charged to us by Minnetonka and is not a fee imposed by Sterling Leather).

**\* EXPEDITED HANDLING OF YOUR EXCHANGE IS AVAILABLE FOR \$3.50**

MAILING LABEL :

Sterling Leather Exchanges Exchange Authorization # _____ 1135 Crescent Avenue Oakford, PA 19053
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STEP 1 – Please complete the form below with replacement item(s) and include any additional items desired:

QTY	ITEM #	DESCRIPTION	SIZE	COLOR	PRICE	TOTAL
					\$	\$
					\$	\$
					\$	\$
If a Credit is due we will issue this only on the original credit card used. New charges may be applied to any card, personal check or PayPal.  Please include your charge card number along with the expiration date:  Authorized Signature: _____					New Exchange Total	\$
					Expedited Handling (\$3.50)	+ \$
					UPS Ground Shipping	<b>FREE</b>
					Restock Fee (\$2.50 per item)	+ \$
					Price of Returned Items	- \$
					Balance Due (Refund Credit or Charge)	= \$

Please Ship to: \_\_\_\_\_

