



TERRA FOOTWEAR
 415 Thompson Drive
 Cambridge, On
 N1T 2K7

Name: _____
Address: _____

Phone: _____
Email: _____

TERRA Online Store Return/Exchange Form
You must include this form with your return

TERRA Order # _____
 (Your order number can be found in your order confirmation email, or on your packing slip)

Return for Refund: Fill out the “Item(s) Being Returned” information. Your refund will be applied to your credit card or method of purchase.

Retail Purchases: Items purchased from a TERRA® retail partner must be returned to the place of purchase along with your original receipt.

Items Being Returned			
Style # / Description	Colour	Size	Quantity

Reason For Return		
<i>ordered wrong item</i>	<i>wrong colour/don't like colour</i>	<i>item not as described</i>
<i>shipped wrong item</i>	<i>don't like item</i>	<i>don't need item</i>
<i>too small/large</i>	<i>unsatisfactory quality</i>	<i>shipping took too long</i>
<i>too long/short</i>	<i>item defective</i>	<i>damaged during shipping</i>
<i>other:</i>		
<i>other:</i>		
<i>other:</i>		

OFFICE USE ONLY			
<i>Rec'd w/h:</i>			Steps Taken
			<i>Return To Stock</i>
<i>Original Inv#</i>			<i>Seconds</i>
			<i>Rejected</i>
		<i>Reason:</i>	
<i>RA #</i>			
<i>New Order #</i>			