



# RETURN POLICY

Returns and Exchanges must be sent to Kurt Huber at:  
**19830 SE 15th Place, Morriston, FL 32668**

**This return form must be included!**

All return questions and support must be emailed to [romitellireturns.usa@gmail.com](mailto:romitellireturns.usa@gmail.com)

*If you wish to speak with us, please ask us by email to call you and provide a contact number.*

Select boots purchased from us may be returned for exchange or store credit only under the below conditions.

- 1) You must contact us by email at [romitellireturns.usa@gmail.com](mailto:romitellireturns.usa@gmail.com) within two weeks of receiving the boots.
- 2) Boots must not be worn outside or ridden in.
- 3) Returned boots must be new and clean with no visible signs of wear.
- 4) Boots must be returned in their original package wrapped in paper or plastic.
- 5) The interior packaging must be clean.
- 6) We reserve the right to deduct expenses for cleaning or repairs from any potential credit if we determine the boots returned to us are not in the condition we delivered them.
- 7) For custom-measured boots, we are not obligated to accept them for exchange or credit if your measurements changed significantly between the time you were measured and ordered the boots and the time they were delivered.
- 8) You are responsible for the goods until they are delivered to us. We cannot compensate for lost or damaged parcels. Request a return label from us or choose a service with tracking and insurance.
- 9) State why you are returning the boots and specify if you want an exchange or store credit.
- 10) A restocking fee of \$20.00 will be applied, which includes a return label. Please email [romitellireturns.usa@gmail.com](mailto:romitellireturns.usa@gmail.com) to request a return label.

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**Print – First and Last Name** *(please include a copy of your receipt)*

**Date Sold**

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**Specify – Exchange or Store Credit**

***Reason for returning boots:***

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