

## **RETURN POLICY:**

**CREDIT CARD PURCHASES:** We will refund the same card that was used for the purchase in the full amount, minus the shipping and handling charges.

**MONEY ORDER OR CASHIER'S CHECK:** We will send a refund check to you within 10 business days.

### **RETURNS/EXCHANGES:**

1. All returns should have the following information in the package:

- Your name and address
- Daytime phone number where you can be reached if any question.
- List of item(s) being returned. Also SIZE, COLOR, and any other options needed
- Action you request: Return or Exchange

2. Please send via UPS, Insured US mail, or other insured service. *Customer is responsible for all shipping costs to return the items.* Please send to:

Moody's Western Wear  
305 N. Main St.  
Mitchell, SD 57301

3. Please Allow the minimum of 7-10 days for us to receive and process your return or exchange. Adjustments to credit card statements will be seen within two credit card statements.

4. Moody's Western Wear will not accept any COD packages. We will not accept returns or exchange of any altered, custom merchandise, books, CD, or videos. We will not accept any items that have been worn or under gone any form of cleaning. All boots must be tried on only on carpet, as any scuffed soled boots cannot be returned.

5. In most circumstances, the customer is responsible for shipping charges to and from our store. Exchanged items are shipped back to the customers, standard shipping, free of charge. Exception may apply; call if any questions.

## **PRIVACY POLICY:**

Any information collected on this site shall be confidential. No collected information shall be sold, rented, loaned, traded or disclosed in any way. Users must consent to any use of collected information outside the bounds of placing orders or customer service questions.

If you have any questions, please contact us at (605)995-5879, or email us at

[moodyswesternwear@yahoo.com](mailto:moodyswesternwear@yahoo.com)