



SAS Safety's Mack® Boots Warranty and Return Policy

MACK® BOOTS SATISFACTION GUARANTEE:

If you are not satisfied with your Mack Boots purchase, you may return new, unworn items in their original packaging within 45-days of purchase for a refund. You must include the original receipt or other valid proof of purchase. If the product is returned outside the 45-day return period or the item is worn, damaged or not in its original packaging, or is returned without the original receipt or other proof of purchase, we will be unable to issue a refund.

You must return your product to SAS Safety Corp. ("us" or "we") if you made your purchase on our web site or to the authorized Mack Boots retailer from which you purchased the product. If you return the product to us, contact our customer service department at 800-262-0200 or returns@sassafety.com to obtain a Return Goods Authorization Number (RGA #) and an address to which you should send the product.

This satisfaction guarantee is separate from the Mack Boots Limited Warranty, meaning that boots that cannot be returned under this guarantee are still covered by that warranty.

MACK® BOOTS LIMITED WARRANTY:

What This Warranty Covers: This warranty covers defects in materials and workmanship of Mack Boots products.

How Long this Warranty Lasts: This warranty, as well as any implied warranties available to you under applicable State law, lasts for 6 months from the date of purchase, as shown on your receipt or other valid proof of purchase. Coverage ends, however, if your sell or give the product to someone else. Some States do not allow limitations on how long an implied warranty lasts, so the above limitation on implied warranties may not apply to you.

What this Warranty Does Not Cover: This warranty does not cover, and we will not be responsible for, the following problems (none of which are considered defects):

- Variations of coloring or shading or other deviations caused by the inherent nature of using natural materials in the manufacturing process.
- Improper size or fit.
- Damage caused by alterations, accidents, neglect, laundering, misuse or abuse. Forms of abuse may include, but are not limited to, cuts and abrasions, burns or exposure to excessive heat, or exposure to chemicals, excessive water or trauma/force.
- Normal wear and tear.

What We Will Do to Correct Problems: Upon receipt of a product returned to us according to the section below titled "How You Can Get Service", we will inspect the product at no charge to you. If we determine, in our sole discretion, that the product has a defect that is covered by this warranty, we will repair or replace the product at our cost or issue you a credit for the amount you paid, and will also reimburse you for the standard (non-expedited) shipping cost to return the product to us. However, if we determine that the product does not have a defect that is covered by this warranty, we will return the product to you at your cost.

Except as stated in the previous paragraph, we will have no other responsibility or liability to you as a result of any product defect covered by this warranty, and your remedies for any such product defect are limited to those stated above. Some States do not allow us to limit our liability, so the above limitations may not apply to you.

How You Can Get Service: If you believe your Mack Boots product has a defect that is covered by this warranty, please contact our customer service department at 800-262-0200 or returns@sassafety.com to obtain a Return Goods Authorization Number (RGA #) and an address to which you should send the product. If you purchased your product from an authorized Mack Boots retailer, we may direct you to return the product to that retailer for warranty service.

You must pay to ship the product to us or the retailer, but if we determine that the product has a defect that is covered by this warranty, you will be reimbursed for the standard (non-expedited) shipping cost. You must clean all footwear of dirt and adhering material prior to shipment. Please include a cover letter with your name, address, daytime phone number and a brief description of the problem. You must also include a copy of your original receipt or other valid proof of purchase. We suggest you send the product via a shipping service that allows the package to be traced. Allow a 4-week processing time for all product returns.

How State Law Relates to this Warranty: This warranty gives you specific legal rights, and you may also have other rights which may vary from State to State.