

Need Help?  
 Email Us:  
 hello@artifexleather.com

# RETURN FORM

Need to return or exchange your item(s)?

SELECT THE PLATFORM THROUGH WHICH YOU PURCHASED THE PRODUCT



WWW.ARTIFEXLEATHER.COM



LONE STAR  
TREASURE



LONE STAR  
TREASURE



EPTX  
SADDLE CO.

<b>Full Name (Listed on order)</b>	<b>Order Number (required)</b>
<b>Email (listed on order)</b>	<b>Phone</b>

### DIRECTIONS

Please fill out the boxes above so we can process your return. Order number is required for us to find and process your order, it can be found on your order confirmation email. If you can not find your order number, email us for help. DO NOT LEAVE BLANK.

If you are exchanging, we will mail the new product to the address on the original order. If you need to ship to a different address, please note this on a separate piece of paper with the full USA address (only if different than original order). Fill out the information below on how you would like your item(s) processed and mail back to the address in the bottom right corner of this form. PLEASE INCLUDE \$10 CASH TO COVER RETURN SHIPPING. Replacement will not be shipped until return shipping is paid by the customer.

PLEASE PRINT YOUR INFORMATION CLEARLY SO OUR STAFF CAN READ IT.

Item	Description of item Example: Natural Blue Python Leather Belt	Check Box For Sizing Exchange	Current Size	New Size To Ship You		Check Box For Refund	Comments (Optional)
		<input type="checkbox"/>			If returning for a refund sizing, leave Sessizing exchange boxes blank and check the boxes to the right.	<input type="checkbox"/>	
		<input type="checkbox"/>				<input type="checkbox"/>	
		<input type="checkbox"/>				<input type="checkbox"/>	
		<input type="checkbox"/>				<input type="checkbox"/>	

**Simply complete this form and include it in your package, as well as \$10 (shipping) if exchanging.**

There is no need to contact us first unless you have questions.

Please ensure the items are packaged well to protect them from damage during transit. Take the package to your local Post Office or print a label on USPS.com. You may also ship with UPS/FedEx but they are expensive if you do not have discount rates

# Artifex

L e a t h e r   W o r k s

[www.artifexleather.com](http://www.artifexleather.com)

Buyers have 21 days to get the belt back to us for size exchanging or refunds, exchanges/refunds will not be processed after the 21 days from when the belt was delivered, and the belt will be returned to the buyer. Once the package is received, we normally process it within 5 to 7 business days and ship out the new size via USPS First Class to the original address on the order.

Please only use this return form for BELTS. If you have issues with a watch strap or another item, please contact us on the platform you purchased the item from.

NOTE: Please note we cannot take responsibility for any returns going missing in transit. Never do a "Return to Sender" as this will get lost in the mail or take months to come back. Buyer is responsible for all return shipping costs.

Keep your proof of postage and tracking until you receive your new items. Please ensure you return your unworn goods, as sold, in new resell condition. If you don't have the original packaging choose a safe alternative. Put each item in a plastic bag for protection and place items in an ADEQUATELY sized box. Do not put rubber bands, zip ties, tape or other items around the belt, this could damage the leather. Roll the belt so that the buckle is inside the center of the rolled belt.

The merchandise must be in NEW condition in order for us to accept your return. Once you discover that your belt doesn't fit well, please stop wearing it immediately. You may only exchange one time. Contact us if you need sizing help.

If your product arrived defective or the wrong item was received, please contact us within 7 days of the date of delivery for a replacement. Do not use this form if defective or wrong item was mailed by mistake. PLEASE CONTACT US ON THE PLATFORM THAT YOU BOUGHT THE ITEM FROM.

Sizing Exchange: We know sizing issues are frustrating and try to make sizing exchanges as painless as possible. Simply enter the current and new size needed in the form below and we will make the new size belt and ship it to you. Sizes start at 32" and go up in even increments. We do not offer odd size belts. If you need help calculating your new size, email us (we exchange once).

Refunds: There is a small 10% restocking fee to cover our costs of the return. This fee includes the original postage costs (shipping to you), the labor to fill out the information, pull and ship the package, cleaning/conditioning the leather to resell if necessary, packing materials, and repackaging and restocking the merchandise. This fee will be deducted from the amount refunded to your credit card.

[www.artifexleather.com](http://www.artifexleather.com)  
**Return address:**

Artifex Support  
521 S. El Paso St,  
El Paso, Tx 79901