



**FREE COUNTRY®**

*Live in it!*

Thank you for contacting Free Country's customer service department.

#### **What is and what is not covered with our limited warranty**

Free Country wants you to be satisfied with your purchase of our outerwear products and will do its best to assist you in the unlikely event of a manufacturer's defect. Our limited warranty is valid to the original product owner for one year from the date of purchase and covers defects in materials, workmanship, zippers, zipper pulls, stitching, snaps and dye bleeding that may occur under normal wear. Free Country will not assist with, does not warranty and is not responsible for outerwear damages caused by misuse, abuse, accidents, and the natural breakdown of materials over time or conditions that may be reasonably expected with normal wear or failure to follow care instructions. Please visit our website: [www.freecountry.com](http://www.freecountry.com) for further information. At the navigation bar at the top, access the "Contact" link.

#### **What we do not do**

**We do not, at the present time, sell directly to consumers. Our products are sold only to retailers nationwide. We do not provide merchandise exchanges for products purchased at a retail store or from an on line retailer. We also do not provide replacements for missing or damaged component pieces such as shells, liners, hoods, etc.**

#### **How to get help with your Free Country product**

First, we suggest you go back to the retailer you purchased the item from, for either an exchange or refund. In most cases, they will be able to help you quickly and most efficiently.

If you were not able to obtain any satisfaction from the retailer, please email us at [customerservice@freecountry.com](mailto:customerservice@freecountry.com) and please be sure to include the following in your email:

- Either the style number located on the hangtag or the UPC number.
- The UPC number will be a 12 digit number beginning with 790437\_\_\_\_\_\_ located on a white label on the inseam, or if the jacket is reversible, on the inside of the one of the pockets.
- A scanned copy of the receipt.

In the event, we determine your item is covered under the above limited warranty, we will advise you, how and where to send it. **No garment will be accepted without a return authorization.**

#### **What we will do**

Free Country will inspect the garment and, if at its sole discretion, it determines that the problem is a result of a general manufacturing defect, we will repair OR replace it in approximately 3-4 weeks. If the defective outerwear is not repairable, and an identical garment is not available, Free Country will replace it with a garment of comparable style and color at our discretion.

Thank you for your interest in Free Country. If we have not answered your questions here, you may contact us at [customerservice@freecountry.com](mailto:customerservice@freecountry.com) or call us at 212 273 1155 ext. 317.

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**[www.freecountry.com](http://www.freecountry.com)**