



## **DC Shoes, Inc. Footwear and Apparel Warranty Policy**

*Policy covers specific **Footwear and Apparel**.*

DC Shoes, Inc. warrants all DC Shoes footwear and apparel to be free of defects in material or workmanship for a period of thirty (30) days from the original date of purchase, when purchased from an authorized DC Shoes dealer. If a product is found to be defective after inspection by a DC warranty technician, DC will repair or replace the product with an existing comparable model at DC's discretion. **DC Shoes, Inc. is not liable for any damages, losses and/or costs incurred resulting from the loss or usage of DC Shoes, Inc. products.**

### **DC Shoes, Inc. Limited Warranty Policy Limitations**

Warranty policy is subject to the following limitations:

- All warranty claims must be accompanied by the original purchase receipt from an authorized DC dealer.
- All warranty claims returned to DC must have prior return authorization.
- Repaired or replaced products are covered for the remainder of the original warranty.

### **How to process a warranty claim**

*We recommend customers first try to process their warranty through a DC authorized dealer. (This is the fastest and easiest way)*

1. Call or e-mail the DC warranty department to obtain WA# (Warranty Authorization):
  - Warranty issues call 888-532-3126
  - Warranty issues e-mail [warranty@dcshoes.com](mailto:warranty@dcshoes.com)
    - Emailing: please include pictures of the item, picture of the proof of purchase, warranty description, customer address and phone number.
2. After contacting the DC warranty department
  - **Ship your warranty promptly!**
  - Include a copy of the original receipt.
  - Print the WA# on the outside of the box.
  - DC Shoes **is not** liable for any items lost in transit. Additionally, customers are responsible for all tracking information on return shipments.
  - Ship to:  
**Warranty Department**  
**WA# \_\_\_\_\_**  
**1333 Keystone Way**  
**Vista, CA 92081**

### **International Warranty Claims:**

- E-mail warranty description and country of residence to:  
[intwarranty@dcshoes.com](mailto:intwarranty@dcshoes.com)

### **Shipping:**

Customers are responsible for all costs incurred on shipping warranty item(s) to DC Shoes. DC Shoes will cover shipping cost on replacement or repaired item(s) shipping back to the customer.