



Frye Refurbishing Center **Instructions for Warranty Repairs**

Welcome to the Frye Refurbishing Center! We are proud to offer this warranty repair service to our customers. Please follow the instructions below to ensure that your repair is completed in a timely and accurate manner. Warranty repairs generally take from 2-4 weeks to complete from the time they are received at our repair center.

1) Call Frye Customer Service at 1-800-826-3793 to receive a Case ID

This is your repair authorization number. Please note our repair center is unable to process any repair that does not include a Case ID.

2) Fill out Frye Repair Form and Print

Please take the time to carefully fill out all fields with detailed information. Special repair details should be included in the "Notes" section at the bottom of the form.

3) Include a copy of your receipt or a proof of purchase

This is required for all merchandise not purchased directly through Frye. If you have any questions about this policy please contact Frye Customer Service.

4) Pack up your Frye product and send to the following address:

The Frye Refurbishing Center
Attn: John
6876 Watson Court
Warrenton, VA 20187

We STRONGLY suggest that you:

- Check that all forms are completed.
- Send the full pair (Left and Right) to ensure consistency.
- Send the package by a carrier (e.g. UPS or FedEx) that can track your package.
- Insure the parcel for the full value. Frye is not responsible for packages lost in transit from you to us.

If you have any additional questions regarding your Frye repair, please feel free to contact us at 1-800-826-3793 or email us at CustomerService@thefryecompany.com.



Frye Refurbishing Center Warranty Repair Form

CASE ID:

Please take the time to carefully fill out all fields with detailed information. Special repair details should be included in the "Notes" section at the bottom of the form. Please call customer service at 1-800-826-3793 to receive your Case ID.

CUSTOMER INFORMATION			
Name			
Street Address			
City, State, Zip			
Contact Number			
Email Address			
PREFERRED METHOD OF CONTACT			
<input type="checkbox"/> EMAIL <input type="checkbox"/> PHONE <i>Frye Customer Service will contact you during normal business hours. Please check our website www.TheFryeCompany.com to see our hours of operation.</i>			
PURCHASE INFORMATION <i>A copy of your receipt or a proof of purchase must be included for all purchases not made from The Frye Company directly.</i>			
Purchase Date		Month	Year
Place of Purchase		<input type="checkbox"/> Frye Website <input type="checkbox"/> Frye Store <input type="checkbox"/> Other	
If you checked Frye Direct above please provide the following information			
Billing Name			
Order Number		Billing Zipcode	
PRODUCT INFORMATION			
Style Name	Style Number	Color	Size
REPAIR INFORMATION <i>Please Check off all Repair Requests</i>			
<input type="checkbox"/> Soles <input type="checkbox"/> Heel Repair/Replace <input type="checkbox"/> Heel Tap		<input type="checkbox"/> Stitching <input type="checkbox"/> left <input type="checkbox"/> right <input type="checkbox"/> Pull Tabs <input type="checkbox"/> left <input type="checkbox"/> right <input type="checkbox"/> Leather Conditioning	
NOTES <i>Include any special repair details in this area</i>			

DO NOT WRITE BELOW THIS LINE- FRYE USE ONLY

DATE:		REP:	
RCVD	REPAIR YES <input type="checkbox"/> NO <input type="checkbox"/>	NOTES	_____
DATE:		REP:	
RCVD	REPAIR YES <input type="checkbox"/> NO <input type="checkbox"/>	NOTES	_____