

OUR QUALITY ASSURANCE

Buffalo David Bitton is committed to manufacturing products of the highest quality and ensuring the satisfaction of all our consumers.

We are proud to offer a six-month limited warranty for normal use against manufacturing flaws, defective materials and workmanship. Please keep proof of purchase along with this form in order for us to take corrective actions if necessary. For more information, we welcome you to email us at service@buffalojeans.com.

RETURN PROCEDURE AND CONDITIONS

Your satisfaction is always our priority and we would like to ensure that you have the best possible customer experience while shopping with us at www.buffalojeans.com, so we have improved and simplified the return policy.

We want you to love what you ordered, but if something isn't right, you may return unworn, unwashed merchandise along with the receipt, tags, and original packaging for up to 30 days from the date, which the order was delivered.

CONDITIONS

Refunds will only be made in the manner in which payment was made. Upon receipt of the returned merchandise and to the extent that the requirements of the Return Policy are met, the amount corresponding to the return (with the exception of shipping fees) will be credited to your credit card. Should you refuse the product(s) upon delivery; the shipping charges will be automatically charged to your account.

We will refund shipping charges only if we inadvertently sent the wrong item; otherwise shipping charges are at customer's expense, therefore non-refundable. Returns can only be sent to our distribution center. We cannot accommodate exchanges at this time.

For merchandise purchased on sale, or with a coupon code, or during an online promotion, the amount credited will correspond to the amount paid at the time of the order.

Merchandise purchased in the FACTORY section is Final Sale, therefore non-returnable, non-exchangeable, and non-refundable.

For hygienic reasons, we cannot refund or exchange undergarments and jewelry, as they are Final Sale merchandise.

BUFFALO (GBG Denim USA LLC) liability for sold merchandise shall not exceed the price paid.

STANDARD RETURN INSTRUCTIONS

Simply return the merchandise by mail, following these steps:

1. Please fill in the "Return Form" (see reverse) and be sure to indicate your name, order number, and style number(s) for the items you wish to return. It is also mandatory to check the reason for the return on the form.

2. A copy of your e-mail "Order Confirmation Receipt" along with the "Return Form" must be included in the return package.

3. Carefully pack the items to be returned and enclose the "Return Form" and "Order Confirmation Receipt". Affix the shipping label to your return parcel and drop your parcel off at any UPS location. Make sure to take note of the tracking number for your records.

4. Please return your parcel to the following Distribution Center:

GBG DENIM USA LLC
C/O BUFFALO JEANS CUSTOMER CARE
19801 S. SANTA FE AVE.
RANCHO DOMINGUEZ, CA, 90221, USA.

SIMPLIFIED RETURNS

We have created a printable shipping label (see below). Customers can use the pre-printed label provided by BUFFALO, affix it on the package with the return label provided by the carrier of your choice, and ship their parcel to the address indicated. Please make sure to take note of the tracking number for your records. As stated above, shipping charges are at customer's expense, therefore non-refundable.

Returns must be submitted within 30 days from date received. Any return orders sent back to BUFFALO exceeding the 30-day policy are subject to refusal and will not be credited.

From the time your return parcel arrives at our Distribution Center, please allow up to 7 business days for your return to be processed and 3-5 business days for the return amount to appear on your credit card statement. Returns from Rural Areas and remote locations may take an extra 2 to 3 business days.

BUFFALO (GBG Denim USA LLC) is not responsible for return shipping. Buffalo recommends you ship your package using the simplified pre-printed shipping label provided at the time of purchase. Should you choose to ship return parcel (at customer's expense) we suggest using a traceable carrier method and recommend insuring the return parcel in the event the package is lost or was not received.

BUFFALO (GBG Denim USA LLC) will not refund any items lost during return shipping. Buffalo will not reimburse any shipping fees should the customer use their own return method. Please be sure to keep a copy of the tracking number appearing on the return label for your records, in order to track your package and confirm delivery.

BUFFALO (GBG Denim USA LLC) will not be held responsible for lost or stolen packages. No COD or collect deliveries will be accepted.

Please note that the "Return Policy" herein applies only to products purchased on the following website, www.buffalojeans.com. All inquiries relating to products purchased at other retailers, such as department stores, must be addressed directly with the store where the purchase was made, as returns and/or exchange are subject to their return policy. If you have any questions or concerns, please e-mail customer service at service@buffalojeans.com

THANK YOU FOR SHOPPING WITH US.

WE HOPE YOU ENJOY YOUR PURCHASE.

RETURN FORM

FOR ALL RETURNS, PLEASE FILL OUT THE FORM BELOW
AND INCLUDE IT IN THE BOX

Name: _____

Email Address: _____

Order Number: _____

Items Being Returned: _____

REASON FOR RETURN

- | | |
|---|---|
| <input type="checkbox"/> Changed my mind | <input type="checkbox"/> Fit is too large |
| <input type="checkbox"/> Found something else | <input type="checkbox"/> Fit is too small |
| <input type="checkbox"/> Defective | <input type="checkbox"/> Not as advertised |
| <input type="checkbox"/> Poor quality | <input type="checkbox"/> Not satisfied with color |
| <input type="checkbox"/> Wrong item | <input type="checkbox"/> Wrong fit |
| <input type="checkbox"/> Arrived too late | <input type="checkbox"/> Other |

General Comments: _____

LONG LIVE YOUR DENIM



WASHING INFORMATION

WASH your denim inside out to preserve color using bleach-free liquid soap.

WASH in cold water; the color will last longer and will prevent shrinking.

DO NOT wash raw denim, but if you must, simply rinse in cold water.

DRYING INFORMATION

HANG-DRY your denim to eliminate creases.

PUT them into the dryer at medium temperature for a few minutes to soften the fabric once they have dried.

DO NOT use the dryer for jeans containing Lycra* or Spandex* content.

DO NOT dry your jeans out in the sun, as color may fade & yellow.

BUFFALO
DAVID BITTON

www.buffalojeans.com