

## **Lifetime Guarantee**

At TRUEENERGY® we take pride in crafting socks that are not just durable but designed to endure the diverse adventures life brings your way. Our commitment to quality is evident in the use of premium yarns, ensuring your socks remain comfortable while delivering optimal performance, day after day. We are so confident in the exceptional quality of our work that we stand behind it with a Lifetime Guarantee. If, by any chance, you wear a hole in them, we will replace them free of charge for life. Your satisfaction and comfort are our lifelong commitments.

## **Lifetime Guarantee Details:**

### **What does Lifetime Guarantee mean?**

Replacements will be for the same style and size if available, otherwise a TRUEENERGY® associate will replace it for another similar product.

Here are some examples of what our Lifetime Guarantee covers:

- Holes
- Material Thinning
- Stretching or Shrinkage
- Manufacturing Defects

Examples of what the Lifetime Guarantee doesn't cover:

- Lost in the laundry
- Animal destruction
- Thrown away
- Misuse or neglect i.e., worn without footwear or wash instructions not properly followed

A copy of your receipt or order confirmation, as well as photos of product(s) showing the defect, are needed to qualify for the TRUEENERGY® Lifetime Guarantee.

### **How to claim item(s) that qualify under the TRUEENERGY® Lifetime Guarantee?**

Warranty claims need to be made through the TRUEENERGY® customer service team. Please contact them via email at [customerfirst@trueenergysocks.com](mailto:customerfirst@trueenergysocks.com) or phone 1-800-395-4290.

Once the Lifetime Warranty claim is approved, you will receive an email with your RMA number and instructions on where to ship the pair(s) being claimed for warranty.

Send back the socks that have been claimed. Please include clean socks and a copy of your RMA confirmation email with RL# provided by customer service. Please note that the customer is responsible for paying shipping to return the pair(s).

Once your package is received and products are verified, a replacement order will be issued and an email with tracking information will be sent.