



Old Alabama Boot & Shoe Repair
3000 Old Alabama Road, Suite 114A
Alpharetta GA 30022
(near Kroger, corner of Old Alabama & Haynes Bridge)

Phone: 770-876-6291
E-mail: oldalabamarepair@comcast.net

SHIPPING INSTRUCTIONS

We ask that customer ship items for repair to us via FedEx, UPS or registered USPS mail, as will need a tracking number in the event that your item does not arrive by the expected time.

1. Please include your name, shipping address, contact information & type of service needed enclosed with the item you are shipping to us for repair.
2. Upon receipt, we will contact you to go over the scope of service and revise estimates if needed.
3. Include any coupons or coupon codes as well, so we can be sure to apply the discount to your order.
4. You may enclose a check or money order, or call us to pay via credit card. We request 50% paid upon receipt of the item from you, the rest after the item is repaired.
5. We will also notify you immediately when we have completed the repair or other service.
6. We ask for final payment prior to shipment back to you. Please contact us when your item arrives. As we pride ourselves in exceeding customer satisfaction on all repairs, we prefer to hear from our customers that their items arrived safe and sound, rather than the shipping company. Let us know what you think of the repairs, and the entire order and shipment experience.
7. Return shipments are via FedEx Ground, unless otherwise indicated; \$20 shipping & handling fee. This includes careful packaging and return shipment direct to you.
8. We have developed the form below for your convenience. If this form doesn't seem to apply to your repair, just send in a note detailing your name and contact information, shipping information, billing information (if applicable), scope and nature of repair/restoration/enhancement, and any pertinent measurements (i.e. calf circumference, floor to knee height, rein length, and so on).

Thank you for the opportunity to serve you!
David Rafailov, proprietor of Old Alabama Boot & Shoe Repair

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Contact/Shipping:

Name/Company _____ Phone _____

Address _____ City _____ ST _____ ZIP _____

Email _____ Best time/days to contact _____

Shipping Address _____ City _____ ST _____ ZIP _____

Description of Service Needed _____

Measurements :

Circumference of Calf _____ Knee to Floor height _____

Foot size (or include a tracing of the foot) _____ Height of foot, floor to top of foot _____

Arch height _____ Length of gusset, zippers, reins, etc. _____

Other (please describe) _____