

# 4 Easy Steps for Returns

# Merchandise Return Form

## Customer Information

NAME: \_\_\_\_\_

ADDRESS: \_\_\_\_\_

CITY: \_\_\_\_\_ STATE \_\_\_\_\_

ZIP: \_\_\_\_\_

\*PHONE: ( ) \_\_\_\_\_

\*EMAIL: \_\_\_\_\_

**HAVE A PROBLEM WITH YOUR ORDER OR BILLING,**  
 Please call CUSTOMER SERVICE, 800-950-8844, between 8:00 am and 6:pm EST weekdays. You may also leave your inquiry on our website. For prompt response, please include your Order Number with all correspondence.

**Please be advised that we currently do not offer a PREPAID merchandise return program.**

Please ship returns to: **323 9TH AVE N, SAFETY HARBOR, FL 34695** (we do not accept COD's). We recommend UPS Ground or US Mail Priority Insured. It is important to provide proof of return and you may want to protect yourself against loss or damage. Please include a copy of your order with the Order number clearly visible. Include the reason for the return, contact name/phone number and name, address and zip code of the person who placed the order.

We will refund actual shipping costs from a UPS label or postage on damaged or mis-shipped merchandise. We will not refund shipping costs on these types of returns shipped via express services such as; Overnight or 2-day service. Merchandise returned with excessive use, damaged, soiled or over 30 days from date of purchase, may be subject to a restocking fee, credit slip refund or refused and returned. Returns over 60 days will be replaced against defects only. Unsalable products will be returned to you at your expense. Books, videos software products and customized products are non-returnable unless defective. Refer to our website for more details.

If you would like to exchange an item for an incorrectly ordered item, you must include reshipping charges. If you are returning any portion of an order that included a shipping promotion, shipping will be re-calculated based on the portion of the order that you keep, and your account will be charged accordingly.

Bat warranty claims must be processed through the manufacturer. Refer to our website for more details.

No Warranty of any kind, expressed or implied, is made respecting the safety of products sold. Buyer assumes all risk and liability resulting from use of said products.

**\*FAILURE TO COMPLETE INFORMATION MAY CAUSE DELAYS IN COMPLETING YOUR RETURN.**



*1. RETURNING ITEM(S) FROM ORDER # _____							RECEIVED	INTERNAL USE ONLY
STOCK NUMBER	QTY	CODE	REASON for RETURN	REQUEST				
<i>Reason Codes:</i>								
12- Defective				E	C		COMPLETED by Warehouse Agent: _____ COMPLETED by C.S. Agent: _____	
13- Poor Quality				E	C			
109- Cancelled Order				E	C			
32- Didn't Like Color				E	C			
25- Doesn't Fit				E	C			
41- Arrived Too Late				E	C			
53- Changed Mind				E	C			
51- MFG Mislabel				E	C			
112- Order Entry Error				E	C			
52- Not As Advertised				E	C			
54- Error in Ordering				E	C			
91- Sample Return				E	C			
65- Sent Wrong Item				E	C			
133- Other				E	C			

REQUEST: C for Credit on returned merchandise and E for Exchange and complete form

## \*2. PLEASE EXCHANGE FOR:

QTY	STOCK NUMBER	1st Choice Size/Color/Sport	2nd Choice Size/Color/Sport	DESCRIPTION	PRICE	TOTAL
<b>GRAND TOTAL</b>						

## \*3. Bill to:

A: Check the box if you do not want the credit card, with which the order was placed, used for credit or additional charges.

B: Please indicate alternate method to credit or charge.

CC# \_\_\_\_\_ Exp. \_\_\_\_\_

## \*4. Please Return to: Check to ship to address above

Name \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_

Zip \_\_\_\_\_ Phone ( ) \_\_\_\_\_

**Customer Service (800) 950-8844**