



Return Form

Instructions for Returns:

Complete the form below and choose one reason code for each item being returned, as in the below example*.

Account Number

Name

Address

City State Zip

Please list returned items:

Shipment	Product	Description	Qty.	Check here for Credit/Refund	Replacement		Reason Code
					Y	N	
					Y	N	
					Y	N	
					Y	N	
					Y	N	
					Y	N	

Example:

Shipment	Product	Description	Qty.	Check here for Credit/Refund	Replacement		Reason Code
					Y	N	
* 254281251-2	HF9-BLK	Tote Bag	1	<input checked="" type="checkbox"/>	Y	<input checked="" type="radio"/>	206

Comments:

Acceptable Reason Codes for Monogrammed and Personalized Items:

Monogrammed and personalized items cannot be returned except when due to defect. Once placed, your order for these items cannot be returned.

- | | |
|--------------------------|-----------------------------------|
| 201 Arrived too late | 205 Does not work |
| 203 Wrong choice/product | 206 Broken/damaged |
| 204 Duplicate shipment | 218 Personalization Error/Quality |

Reason Codes for Non-personalized Items:

- | | |
|---------------------------------|-------------------------------------|
| Shipping | Merchandise - Quality Cont. |
| 201 Arrived too late | 209 Changed my mind |
| 202 Unsatisfactory substitution | 210 Unable to assemble |
| 203 Wrong choice/product | 211 Did not receive matching pieces |
| 204 Duplicate shipment | 212 Unsatisfactory fabric quality |
| Merchandise - Quality | 213 Fit too small |
| 205 Does not work | 214 Fit too big |
| 206 Broken/damaged | 215 Color not as pictured |
| 207 Workmanship/quality | 216 Other-Please comment on form |
| 208 Not as expected | |