



# Exchange and Return Form

800-943-1864

Please complete this Return/Exchange Form and enclose it with the item(s) you are returning. Be sure to indicate if you would prefer to receive a refund or make an exchange for another item. If you are exchanging merchandise, identify the new item you wish to receive in STEP 4 of this form.

**STEP 1 - Please fill out the information below.**

Order Number \_\_\_\_\_

**B I L L I N G I N F O R M A T I O N :**

Name \_\_\_\_\_

Address \_\_\_\_\_

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

Daytime Phone \_\_\_\_\_

Evening Phone \_\_\_\_\_

E-mail \_\_\_\_\_

**S H I P T O A D D R E S S : (if different from billing)**

Name \_\_\_\_\_

Address \_\_\_\_\_

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

Daytime Phone \_\_\_\_\_

Evening Phone \_\_\_\_\_

E-mail \_\_\_\_\_

**STEP 2 - How would you like us to handle your request?**

- Refund
- Refund - New order was placed. Order No. \_\_\_\_\_
- Exchange - Please indicate new item(s) in STEP 4  
 We will charge you for return shipping  
 Please choose shipping preference below  
 USPS Standard     USPS(First Class or Priority)

**STEP 3 - List the item(s) you are returning and indicate return code.**

Item No.	Description	Return Code	Qty.	Internal Use Only
EXAMPLE	Item Name Here	11	1dz	

Return Codes	
11 - wrong item shipped	15 - had cancelled order
12 - not satisfied	16 - duplicate order
13 - late arrival of package	17 - item not as shown
14 - damaged / defective	18 - reason not listed

**STEP 4 - If you are requesting an exchange, please indicate the new item(s) you wish to receive.**

Item No.	Description	Qty.
EXAMPLE	Item Name Here	1dz

**STEP 5 - Enclose this completed form along with the merchandise in a secure package.**

Fill in your Order No. on the Return Label below and attach it to the outside of package and return it to us via a prepaid, insured, traceable method to ensure a safe and documented delivery (USPS Insured). Please allow 2-3 business days for your exchange to be processed. Allow 7-10 business days for your refund to be issued.