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 at (800)950-8844. 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: **14401 McCormick Dr, Tampa, FL 33626** (we do not accept COD's). UPS Ground or US Mail Priority Insured is recommended. It is important to provide proof of return & you may want to protect yourself against loss or damage. Include a copy of your order with the order number clearly visible, reason for the return, contact name/phone number and name, address and zip code of the person who placed the order.

We will refund shipping costs from a UPS label or postage on defective or mis-shipped merchandise. We will not refund shipping costs on 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.

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 #__ __ __ __ __ __ __ __ __

Reason Codes:
12- Defective
13- Poor Quality
109- Cancelled Order
32- Didn't Like Color
25- Doesn't Fit
41- Arrived Too Late
53- Changed Mind
51- MFG Mislabel
112- Order Entry Error
52- Not As Advertised
54- Error in Ordering
91- Sample Return
55- Sent Wrong Item
133- Other

STOCK NUMBER	QTY	CODE	REASON for RETURN	REQUEST		RECEIVED	INTERNAL USE ONLY
				E	C		COMPLETED by Warehouse Agent:_____ COMPLETED by C.S. Agent:_____
				E	C		
				E	C		
				E	C		
				E	C		
				E	C		
				E	C		
				E	C		
				E	C		
				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
				GRAND TOTAL		

*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

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