

NAME

EMAIL ADDRESS

STREET

CITY

STATE

ZIP

### Exchange/Return Form

Thank you for your order. We appreciate your business and your satisfaction is our top priority.

If for any reason you wish to return merchandise:

1. Fill out this form completely and include it with the merchandise you are returning.
  2. Securely wrap any returned merchandise in sturdy packaging using strong tape. Be sure to enclose this form with your package.
  3. Address all returns to CUSTOMER SERVICE, PO BOX 8200, Hillsborough, NC 27278.
  4. For your protection, return merchandise only by INSURED PARCEL POST or UPS. We cannot accept COD's.
- Please tell us the reason why you are returning an item by writing the appropriate code in the "Reason Code" box below.

### REASON CODES

- 01 Damaged In Shipment
- 02 Unlike Description
- 03 Arrived Too Late
- 04 Not As Expected
- 05 Incorrect Item
- 06 Too Large
- 07 Too Small
- 08 Unsatisfactory Substitute
- 09 Duplicate Shipment
- 10 Other/Please Explain
- 11 Defective

#### RETURNED ITEMS Tell us about the item(s) you wish to return.

HOW MANY	PRODUCT NUMBER	DESCRIPTION	Please specify: Replacement/Exchange/Refund	REASON CODE

#### REPLACEMENT ITEMS List the replacement or new item(s) you wish to receive from us.

HOW MANY	PRODUCT NUMBER	DESCRIPTION	COLOR/SIZE	PRICE

Refunds will be made by check or if original purchase was made by charge card, your charge card account will be credited for the returned merchandise.

1. As payment for a price difference, please (check one): Charge my:  VISA  MasterCard  Discover  Amex  
 Card number \_\_\_\_\_ Exp. Date \_\_\_\_\_ Signature \_\_\_\_\_
2. This is an even exchange.  Find my enclosed check or bank money order for \$ \_\_\_\_\_

We will expedite delivery of your exchange or refund as soon as possible. **Please allow 3 to 4 weeks for us to receive your merchandise, inspect it, carefully process your request and ship your exchange or refund. Thank You.** If you have any questions, you may write: **Customer Service Department, PO BOX 8200, Hillsborough, NC 27278.** Be sure to include your **ORDER NUMBER** (located on the other side of this form). Or you may call 1-919-644-1616, anytime. Be sure to have this order summary with you when you call. We'll give your request our immediate attention.