

# Returns & Exchanges Form

Please fill in the applicable information below and enclose in your return package.

Order #: \_\_\_\_\_

Customer #: \_\_\_\_\_

Purchased by:

Name: \_\_\_\_\_

Address: \_\_\_\_\_  
 \_\_\_\_\_

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

Phone: (\_\_\_\_) \_\_\_\_\_ Daytime Phone: (\_\_\_\_) \_\_\_\_\_ Evening

Email: \_\_\_\_\_

Send Refund/Exchange to: (If different from left)

Name: \_\_\_\_\_

Address: \_\_\_\_\_  
 \_\_\_\_\_

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

Phone: (\_\_\_\_) \_\_\_\_\_ Daytime Phone: (\_\_\_\_) \_\_\_\_\_ Evening

Email: \_\_\_\_\_

**For Gift Returns**

I would like:  An Exchange OR  A Refund  
 (Fill out exchange section and include additional monies if necessary) (Fill out returns section & choose a refund option below)  
 Store Credit OR  Refund the purchaser

For Returns: See [Return Policy](#) for details. Please enter a reason code for each item you are returning.

Product #	Color	Size	Qty	Reason Code

Return Reason Codes:

**Quality**  
 501 Poor quality/ workmanship  
 503 Missing component part  
 505 Item not as pictured  
 513 Defective

**Satisfaction**  
 601 Did not like styling  
 602 Did not like material/ fabric  
 603 Did not like color  
 604 Difficult to assemble  
 606 Returning gift  
 609 Ordered multiple sizes

**Too Large/Long**  
 100 Chest/Bust  
 104 Large overall  
 105 Garment length too long  
 106 Sleeve length too long

**Too Short/Small**  
 200 Chest/Bust  
 204 Small overall  
 205 Garment length too short  
 206 Sleeve length too short

**Shoes**  
 300 Too large/wide  
 301 Too small/narrow

For Exchanges/New Orders:  Exchange  New Order

Fill out for each item you would like to order.

Product #	Color #	Size	Length	Qty

Your exchange will be processed as a refund and a separate charge will be assessed for the new exchanged item. If the item(s) is higher priced, your original method of payment may be charged additional shipping and handling according to our rate chart. See your order form or our website for rates.

**Shipping**  
 400 Arrived late  
 401 Wrong item shipped  
 405 Poor packaging  
 407 Duplicate shipment  
 408 Damaged in shipping

If you need a prepaid shipping label, please call our customer service team.

If you prefer to ship on your own, insure the package for the full value of the merchandise and send to:

Customer Care 999  
 One Peachtree Plaza  
 Eatonton, GA 31026-0001