

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

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

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

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

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

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

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

**For Exchanges/New Orders:**

Exchange  New Order

Fill out for each item you would like to order.

Product #	Color #	Size	Length	Qty

**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

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.

**Shoes**

- 300 Too large/wide
- 301 Too small/narrow

**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  
 100 Murray Drive  
 Warren PA 16368