

RETURN & EXCHANGE FORM

PromoShop takes great pride in selecting the finest products available. If for any reason you are not satisfied with your purchase, you may return it for replacement or credit within **10 days after receipt** of your order.

Return & Replacement Instructions:

1. Complete this form and enclose it with the merchandise to be returned. Please fill out this form completely. **Incomplete/incorrect information may delay your return/exchange.**
2. When shipping merchandise back, please wrap carefully and in sturdy packaging and secure with strong tape to prevent damage in transit. Insert a copy of this return form in your package.
3. Return the package to us via United Parcel Service or insured Parcel Post. Please remember to insure your package since we cannot be responsible for lost merchandise.
4. Returns and exchanges will be processed **within one week of receipt of your package** (processing times may take slightly longer during holiday periods). A credit will be issued to your credit card following the processing of your return. Delivery charges are not refundable. Please allow two billing cycles for the credit to appear on your credit card statement. Please allow seven (7) to ten (10) business days for delivery of your new merchandise.
5. If you ordered merchandise in error, your credit card will be charged for additional shipping fees. **Exchanges will require an additional shipping and handling fee**, unless PromoShop shipped your merchandise incorrectly.
6. Returns are not accepted on clearance or close out merchandise.
7. All merchandise must be returned in original condition and cannot be worn, laundered or used. Please return to:

PromoShop Fulfillment Return

5420 McConnell Avenue
Los Angeles, CA 90066

8. If you have any questions or concerns, you may contact Customer Service at customerservice@promoshopla.com or 1-888-416-8660

NAME	ORDER#
ADDRESS	PHONE#
CITY, STATE, ZIP CODE	EMAIL
CREDIT CARD#	EXP DATE
SIGNATURE	

RETURN REASON CODES:

- Wrong item received
 Duplicate shipment
 Arrived damaged
 Defective-please explain: _____ Other _____

MERCHANDISE RETURNED				
Qty	Item Number	Description	Price Each	Total

MERCHANDISE ORDERED IN EXCHANGE				
Qty	Item Number	Description	Price Each	Total

FOR OFFICE USE ONLY		
PROGRAM COORDINATOR COMPLETE <input type="checkbox"/>	INVENTORY COORDINATOR RETURNED TO STOCK <input type="checkbox"/> EXCHANGED SHIPPED <input type="checkbox"/>	ACCOUNTING BILLED/CREDITED <input type="checkbox"/>