Customer Service Representatives are available Monday - Friday 9am - 9pm ET and Saturday 9am - 5pm ET

Contact information can be found beside the Brand name on the front.

OUR GUARANTEE:

Our goal is for you to be thrilled with your purchase. If your purchase does not meet your expectations we will promptly exchange it or send you a refund.

RETURNS AND EXCHANGES:

- Upon receiving your order, please verify the contents immediately against the items marked as shipped on your receipt. If you did not receive the correct item(s), received damaged merchandise or have a question about the status of items being shipped separately, please contact our Customer Service Department.
- Most items may be returned for exchange or refund at any time. Personal care items, intimates and footwear must be returned in original unworn condition, within 60 days. Please try on your footwear inside, on a carpeted surface. Personalized items, with custom name, address, etc., cannot be cancelled or returned. However, if your personalized item arrives damaged or contains an error, we will gladly send you a replacement. Media (DVDs, CDs, Blu-ray discs) must be returned unopened for refund. Defective media may be exchanged for the same title. It is not necessary to call Customer Service before returning or exchanging an item, but exchanges authorized by a Customer Service Representative must have the original item shipped back within 30 days of the authorization.
- Returns made for reasons other than damage, defect, or our error must be returned postage prepaid. See below for instructions on how to use the prepaid Smart Label return label included in your package.

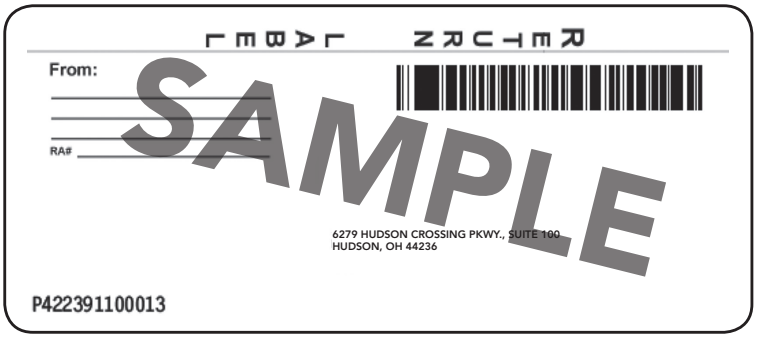
RETURNS INSTRUCTIONS:

1. Fill out the returns form completely.
2. Carefully repackage the merchandise and be certain to include the return form.
3. If your package was damaged in transit, save the original packaging and contact our Customer Service Department immediately.
4. The best method for returning the package to us is outlined below:

REFUND INSTRUCTIONS:

1. Review our Return and Exchange information above.
2. Follow the Return Instructions below.
3. Allow 2-3 weeks for shipment and processing time.
4. Refunds will be made in the same manner in which payment was received.
5. Credit Card refunds will be issued within 1 business day of processing the return.
6. Check/Money Order refunds will be issued within 10 business days of processing the return.

CARRIER LABEL



SMARTLABEL®

RETURNING YOUR PACKAGE USING CARRIER OF YOUR CHOICE

Orders that are ineligible for the prepaid SmartLabel® have a preprinted address label on the front of this form. Please use this label and send your return package to the address below. We recommend you use a traceable form of delivery and insure your package for your protection. We cannot accept packages shipped C.O.D.

Returns sent without using a SmartLabel® should be directed to:

Returns Department
6279 Hudson Crossing Pkwy., Suite 100
Hudson, OH 44236

RETURNING YOUR PACKAGE USING THE PREPAID SMARTLABEL®

(Not applicable for Universal Direct Brands)

Most of our shipments include a postage-paid pre-addressed SmartLabel® for your convenience. To use the optional SmartLabel® service, simply affix the label to your return package. This label doesn't require any out-of-pocket money or insurance. Your package can now be inserted into the U.S. Mail at home, your office or any Post Office. The purchase price of the merchandise will be credited back to your original method of payment and a flat fee, which is listed on the front of this form will be deducted for the use of the SmartLabel®.

Please note: If you use the SmartLabel® for an item exchange, you will need to include payment for SmartLabel® service by check, money order or authorize us to bill your credit card.

Item #	Size	Qty	*I am Returning:* Description	Reason Code	Price	[Circle One]
						Exchange Refund
						Exchange Refund
						Exchange Refund

Return Codes

3. Item Defective	7. Too Small	10. Wrong Item Shipped	52. Shoes Too Wide	65. Prop 65
5. Quality Not As Expected	8. Color Not As Expected	14. Not as advertised	53. Shoes Too Narrow	99. Other (please specify below)
6. Too Big	9. Arrived Too Late	18. Changed mind	54. Difficult to Use	

Comments: _____

Item #	Size	Qty	Please Exchange For:	Price

If there is a payment due, please enclose a check or complete the following credit card information:

Daytime Phone Number: (_____) _____ [***In case we need to contact you about your return]***

Payment: check one: ☐VISA ☐MasterCard ☐AMEX ☐NOVUS/DISCOVER **Exp. Date**

Do Not Send Cash | | | | | | | | | | | | | | | | | | | | | _____

Authorized Signature

ThankYou!