CUSTOMER

Name:

Address:

Invoice #:

☐ Return ☐ Exchange ☐ Phone Exchange

BUSINESS REPLY LABEL
FIRST-CLASS MAIL PERMIT NO. 12 PISMO BEACH, CA
POSTAGE WILL BE PAID BY ADDRESSEE

VeloWear.com 390 Manhattan Ave., Unit A - Grover Beach, CA 93433-9976

NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES

Use cellophane tape when fastening return label to package. Please do not obscure any portion of the label.

VeloWear.com's Easy Return and Exchange Policy

Our Easy Return Policy allows you to return or exchange ***any***thing*, at ***any*** time, for ***any*** reason.

Returns and exchanges are free and we even include a free postage paid shipping label. You can also download a copy of the return shipping label as well as this return form at http://www.velowear.com/returns/.

There is no need to call us about an exchange or return, however if we made a mistake on your order please call 800-599-7264 to expedite the correction.

***Please Note:** We do not accept returns or exchanges on Semi Custom Apparel due to the specialized nature of the product.*

RETURNS

HOW TO GET A REFUND

Simply follow the instructions below:

1. Enter the items you would like to return, as well as the appropriate reason code in the Return/Refund form below.
2. Total up your refund amount.
3. Fill out the Business Reply Label above and affix it to the outside of a return package. Make sure to mark Return, Exchange or Phone Exchange to ensure a quick response.
   (Recycling hint: Turn the bag from your original shipment inside out and use it for the return or exchange!)
4. Return items with the completed exchange form to Velowear in the return package.
5. Refunds will be issued within 7 days of receipt of returned items via the original form of payment.

EXCHANGES

MAKING AN EXCHANGE BY MAIL

Simply follow the instructions below:

1. Enter the items you would like to return, as well as the appropriate reason code in the Return/Refund form below.
2. Enter the new items you would like in the Exchange form below.
3. Fill out and affix the Business Reply Label to the outside of a return package.
4. Return items with the completed exchange form to Velowear.
5. If money is due on the new order, we will charge the original card unless new payment information is provided.

MAKING AN EXCHANGE BY PHONE

Simply follow the instructions below:

1. Call 800-599-7264.
2. We will bill you for your new items and shipping cost, if applicable.
3. We will credit your card for the returned items and shipping cost from original order when we receive them.
4. Refunds will be issued within 7 days of receipt of returned items.

RETURN/REFUND *Items that you are returning to Velowear for a refund or exchange.*

Reason Code	Quantity	Description	Product Code	Color	Size	Price	Total Price

Reason Codes

A Size too small **C** Not as pictured **E** Defective
B Size too large **D** Wrong item shipped **F** Other: _____

Merchandise Total	$
+Tax *(California only 8.75%)*	
Total Refund	

EXCHANGE ORDER *Items that you want in exchange for items returned.*

Quantity	Description	Product Code	Color	Size	Price	Total Price

Method of Payment *(Do not send cash.)*

☐ MasterCard ☐ VISA ☐ Check / Money Order
☐ Discover ☐ AmEx

Credit Card Number _____ / Exp. Mo/Yr

Signature _____ Date

Total of New Items	1
Total of Returned Items	2
Difference *(line 1 minus line 2)**	3
Tax on Difference *(California only: 8.75%)*	4
Total Due *(line 3 plus line 4)*	$
**(if line 1 is less than line 2, enter amount here)*	*
+Tax *(California only 8.75%)*	
Total Refund, if applicable	$