

Return/Exchange Form for Racquet and Jog

STEP 1

Fill out Contact/Ship To Information

STEP 2

List items you are returning including reason for return. (See chart below)

ORDER # _____
 NAME _____
 ADDRESS _____
 CITY _____
 STATE _____ ZIP _____
 DAYTIME PHONE NUMBER (____) _____
 EVENING PHONE NUMBER (____) _____
 E-MAIL _____

REASON	SKU	DESCRIPTION	COLOR	SIZE	QTY

REASON CODES: Enter the reason code in step 2.

FIT

- 51. Too Small
- 52. Too Big
- 53. Too Narrow
- 54. Too Wide
- 55. Too Long
- 56. Too Short

QUALITY

- 61. Damaged/Defective
- 62. Missing parts/hardware
- 63. Damaged during shipping
- 64. Poor quality
- 65. Comfort not as expected

SERVICE

- 71. Not as expected
- 72. Arrived too late
- 73. Ordered 2 sizes, kept 1
- 74. Wrong item arrived

OTHER

- 81. Changed mind
- 82. Did not like style/color
- 83. Did not like fabric

STEP 3

How would you like us to handle your return/exchange?

- Exchange Item (Please fill out reorder section below)
 E-Gift Card (30+ days after purchase)
 Refund in form of original payment (Up to 30 days after purchase)
 I am returning a gift. Please email an E-Gift Card.

STEP 4

EXCHANGE ITEMS:

BRAND	DESCRIPTION	SHOE SIZE	SHIRT SIZE	PANT SIZE	OTHER	COLOR	ALTERNATE COLOR	QUANTITY	PRICE	TOTAL

STEP 5

METHOD OF PAYMENT: If the total of your exchange or new order exceeds the value of your return, please provide a method of payment.

- American Express
 Discover
 MasterCard
 Visa

Card Number

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Expiration Date

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PIN

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STEP 6

Enclose the return form with merchandise.

RETURN ADDRESS: Racquet and Jog, ATTN: Webstore, 1419 W Loop 281, Longview, Texas 75604

Return/Exchange Information for Online Orders

Apparel and Shoe items:

If, for any reason, you are not satisfied with your online purchase, we will accept returns and exchanges of unworn, unwashed merchandise within 60 days of purchase.

1. Please complete the return/exchange form, indicating how you would like us to handle your return.
2. Enclose the return form with the merchandise.
3. Once the returned merchandise is received, we will ship your replacement item(s) within the continental U.S. at no extra charge.

Buyer is responsible for all return shipping fees. We will refund the shipping fee for item(s) returned within 30 days for the following reasons:

- Damaged/defective merchandise
- Incorrect product shipped

Shipping and handling charges are non-refundable, unless an error occurred on our part while shipping your order. Refunds for returned items will be issued in the original form of payment

Return ALL Merchandise to address listed below:

Racquet and Jog
ATTN: Webstore
1419 W Loop 281
Longview, Texas 75604

Contact:

Email: online@racquetjog.com
Phone: (903)759-6856