

# "NO CALL" PRE-AUTHORIZED RETURN FORM

Please complete the section below so we can accurately process your return. **For Damaged or Defective product, please contact customer service at 1-800 477 7766.**

1. Enclose this form along with all necessary information inside the package.
2. Return item in its original packaging, place in a second box (to prevent damage). Tape securely.
3. Ship FedEx, UPS, or insured mail, prepaid. **NO C.O.D.'s WILL BE ACCEPTED.** Save all of your shipping receipts for proof of delivery.
4. Go On-Line @ [www.galls.com](http://www.galls.com) to print a flat shipping rate USPS or FedEx return Label

## RETURNED MERCHANDISE

ITEM #	COLOR/SIZE	QTY	REASON CODE	Please give detailed reason for return.	PRICE

A. Wrong style/color size  
B. Personalization Error  
C. Parts Missing  
D. Items Omitted

F. Not as advertised  
G. Did not Fit  
H. Soiled  
I. Damaged Package  
J. Broken (package not damaged)

K. Does not work  
L. Quit working after Use  
M. Colors don't match  
N. Garment Construction  
O. Garment Shrinkage

P. Garment fading  
Q. did not order this item  
R. Not My Order

**REFUND TOTAL**

## ACTION REQUESTED

Exchange    
  Repair    
  Credit    
  Replace    
  Refund (to orig. pay method)

## Complete this section for exchanges or to order additional merchandise.

ITEM #	COLOR/SIZE	QTY	DESCRIPTION	Price Each	AMOUNT

Payment for Additional Items or Exchanged Difference

Check Enclosed    
  P.O. Enclosed    
  Credit Card

Card # \_\_\_\_\_

Exp. Date \_\_\_\_\_

Signature \_\_\_\_\_

TOTAL FOR NEW MERCHANDISE

LESS REFUND

NEW TOTAL

TOTAL

### DESTINATION CONTROL STATEMENT

These commodities were exported from the U.S. in accordance with the Export Administrations, the ITAR and OFAC regulations. Diversion contrary to U.S. Law is prohibited. These commodities are authorized for export by the U.S. Government only to the country of ultimate destination indicated in the shipping address. They may not be resold, diverted, transferred, transshipped, or otherwise be disposed of in any other country, either in their original form or after being incorporated through an intermediate process into other end-use items, without prior written approval of the U.S. Department of State.

### NO HASSLE GUARANTEE

- Providing quality products to professionals who protect and serve the public is our core purpose. If you aren't satisfied with a newly purchased item, simply return it to us so we can repair it, replace it, or refund your money. You don't even have to call us to return an item! Simply follow the instructions on the reverse side of the packing slip.
- Printable Flat Rate USPS or Fed Ex return labels are available on-line at [www.galls.com](http://www.galls.com). A deduction from your return credits or refund amount will be made in an amount equal to our standard return shipping rates in effect from time to time. (Refer to the Galls website for current rates and instructions). If your return credit/refund is in an amount less than the applicable shipping cost, your original pay method will be charged the difference. If you choose not to use our return label, we recommend that you insure your package and ship it by a method that can be tracked. **To assure speedy handling, ship product directly to:**

**Galls Returns Department, 1340 Russell Cave Road, Lexington, KY 40505**

- We will refund or credit the value of the item and any taxes you were charged (except where an item is repaired and returned to you). Original shipping charges are non refundable unless the return is related to our error.
- Special order items or items that have been altered, decorated, engraved, customized, or otherwise embellished at the request of a customer cannot be returned unless the return is related to our error.
- All clearance items are sold "as is" and cannot be returned.
- A Returns Authorization number is required for ALL purchases made by government agency or business customers; please contact your assigned account manager or customer service representative.
- Many products sold by Galls have manufacturer's warranties. For returns relating to matters covered by a manufacturers' warranty, you can contact the manufacturer directly or our Customer Service Department at 800-477-7766 to coordinate the repair or return on any such item. Please refer to [www.galls.com](http://www.galls.com) for specific manufacturers contact information.
- Original Packing Receipt should accompany all returns or the return must include the original order number associated with the return.

FROM: \_\_\_\_\_

Phone: \_\_\_\_\_

ORDER #: \_\_\_\_\_

TO:



**RETURNS DEPARTMENT**  
1340 Russell Cave Road  
Lexington, KY 40505