

# "NO CALL" PRE-AUTHORIZED RETURN FORM

Please complete the section below so we can accurately process your return.

**For a Damaged or Defective product, please contact Customer Service at the phone number listed on the corresponding page.**

1. Enclose this form along with all necessary information inside the package.
2. Return item in its original packaging and place within 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 to website (listed on the corresponding page) to print a flat-rate USPS or UPS return label.

## RETURNED MERCHANDISE

ITEM#	COLOR/SIZE	QTY	REASON CODE	PLEASE GIVE DETAILED REASON FOR RETURN	PRICE

- |                           |                                 |                           |                            |
|---------------------------|---------------------------------|---------------------------|----------------------------|
| A. Wrong style/color size | E. Not as advertised            | J. Does not work          | N. Garment shrinkage       |
| B. Personalization error  | F. Did not fit                  | K. Quit working after use | O. Garment fading          |
| C. Parts missing          | G. Soiled                       | L. Colors don't match     | P. Did not order this item |
| D. Items omitted          | H. Damaged package              | M. Garment construction   | Q. Not my order            |
|                           | I. Broken (package not damaged) |                           |                            |

REFUND TOTAL

## ACTION REQUESTED

EXCHANGE   
  REPAIR   
  CREDIT   
  REPLACE   
  REFUND (TO ORIG. PAYMENT 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

TOTAL FOR NEW MERCHANDISE

Check Enclosed   
  P.O. Enclosed   
  Credit Card

LESS REFUND

Card # \_\_\_\_\_ 3-digit security code (on back of card) \_\_\_\_\_

NEW TOTAL

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

TAX

Signature \_\_\_\_\_

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, transhipped, 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 these instructions.
- Printable flat-rate USPS or UPS return labels are available on our website. A deduction will be made from your credit/refund amount and a copy of the charge will be emailed to you. (Refer to the 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 the address listed on the bottom right of this form.**
- We will credit/refund 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 agencies or business customers; please contact your assigned account manager or customer service representative.
- Many products have manufacturers' warranties. For returns relating to matters covered by a manufacturers' warranty you can contact the manufacturer directly or our Customer Service Department at the phone number above to coordinate the repair or return on any such item. Please refer to our website 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 40505-3114