

OUR RETURNS POLICY

Trust is crucial to a team and, as your partner, we want to make sure our products match your expectations. We offer two levels of returns:

- 30 Day Returns:** We provide a refund to the method of payment within the first 30 days on returns of resalable items that are unworn, in new condition, and in original packaging along with all packaging attachments and enclosures, including all applicable tags, instructions, etc. For apparel, return item in its original, packaging along with all packaging attachments and enclosures, including all applicable tags, instructions, etc. Some restrictions apply.
- 90 Day Returns:** For these returns we will provide a refund to the method of payment. We accept returns of resalable items within 90 Days of delivery that are unworn, in new condition, and in original packaging along with all packaging attachments and enclosures, including all applicable tags, instructions, etc. For apparel, return item in its original, packaging along with all packaging attachments and enclosures, including all applicable tags, instructions, etc. Some restrictions apply.

RETURNS INSTRUCTIONS

Please follow these instructions so we can accurately process your return:

- Complete the "Contact Information" and "Returned Items" sections below.
- For non-apparel items, return item in its original packaging along with all packaging attachments and enclosures, including all applicable tags, instructions, etc. For apparel, return item in its original, packaging along with all packaging attachments and enclosures, including all applicable tags, instructions, etc.
- Place within an outer carton (to prevent damage) along with a) the original packing slip, b) the original receipt, or c) the original order number associated with the return. A Returns Authorization Number must accompany ALL returns made by government agency or business customers. Tape securely.
- Visit "Downloadable Forms" on our website to print a flat-rate return label. If you choose not to use the prepaid return label, returns should be made via a trackable method to **RETURNS DEPARTMENT, 1340 RUSSELL CAVE RD., LEXINGTON, KY 40505-3114.**
- Ship using the service options offered by your chosen shipping provider. NO C.O.D.'s WILL BE ACCEPTED. Save all shipping receipts for proof of delivery.

CONTACT INFORMATION

NAME			
EMAIL			
PHONE		ORDER NUMBER	

RETURNED ITEMS

ACTION (MARK ONE)	ITEM NUMBER	QTY	REASON CODE	PLEASE GIVE DETAILED REASON FOR RETURN	PRICE
<input type="checkbox"/> Refund <input type="checkbox"/> Repair <input type="checkbox"/> Exchange <input type="checkbox"/> Replace					
<input type="checkbox"/> Refund <input type="checkbox"/> Repair <input type="checkbox"/> Exchange <input type="checkbox"/> Replace					
<input type="checkbox"/> Refund <input type="checkbox"/> Repair <input type="checkbox"/> Exchange <input type="checkbox"/> Replace					

REASON CODES

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

**REFUND
TOTAL**

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EXCHANGED ITEMS OR ADDITIONAL ITEMS

ACTION (MARK ONE)	ITEM NUMBER	DESCRIPTION	COLOR/SIZE	QTY	PRICE EACH	AMOUNT
<input type="checkbox"/> Exchange <input type="checkbox"/> Additional						
<input type="checkbox"/> Exchange <input type="checkbox"/> Additional						
<input type="checkbox"/> Exchange <input type="checkbox"/> Additional						

Payment for Exchanged or Additional Items Difference:

- Enclosed Check
- Enclosed P.O.
- Credit Card (Customer Service will contact you once your return is processed)

TOTAL FOR EXCHANGE/ADDITIONAL	
LESS REFUND TOTAL	
SUBTOTAL	
TAX	
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.

MY COMMITMENT TO YOU

Valued Customer,

Thank you, our valued customer, for making this purchase! My name is Mike Fadden, and I am honored to be CEO of this company. Like each of my over 1500 colleagues across the United States, I am **PROUD TO SERVE** all of you.

I want you to know that I am totally committed to investing in the people, product, process, and technology required to retain your **COMPLETE TRUST** and make our company an **INDISPENSABLE** partner to you and the agencies or companies you work for. That means stocking what you need, delivering it quickly and accurately, and providing expert and efficient service on every order.

I'd also like to ask you to help me do that. I want to hear from you when we do well or when we fall short. To facilitate this, we have established a personal email –

MikeFaddenCEO@galls.com – to which you can direct any feedback, good or bad.

Thank you again for your purchase and thank you in advance for your support in the future. Best,

Mike Fadden, CEO, MikeFaddenCEO@galls.com