

choiceshirts • SATISFACTION GUARANTEE AND RETURN POLICY

It's simple - We want you happy and, more importantly, keep you from yelling at our customer service reps! If you are unhappy with any shirt, you will receive a full refund, replacement, or merchandise credit as long as you return your merchandise to us within 30 days. Sorry but we cannot accept shirts that have been washed or worn or have been purchased as sale/clearance items. We are committed to making you smile... period!

BEFORE RETURNING ANY PRODUCTS OR CALLING PLEASE READ BELOW

If you return items for sizing, color or style changes and they are free from manufacturer defects and/or order processing mistakes we'll either make an **exchange** or issue a **refund** as follows:

- (1) **Exchanges:** We'll ship replacement shirt(s) via standard delivery at our cost. Express or Expedited shipping will be at expense of the customer.
 (2) **Refunds:** Merchandise cost will only be refunded; shipping costs will not be refunded. Keep in mind if you received any items with manufacturer defects and/or order processing errors, we will pay for the return shipping to us and the re-shipping costs back to you. Or, if you prefer, we'll issue a full refund including shipping you paid. Wholesale orders are not returnable except for defects in materials or workmanship. All Sale merchandise is final. No refunds or exchanges accepted on sale merchandise.

RETURN INSTRUCTIONS

1. If you need to make a return for a full product refund, store credit or exchange, please return your order to us within 30 days of when you received it, by the most cost effective carrier (usually this is the US Postal Service), and in original condition (please, no worn or washed shirts).
2. Please complete the form below and enclose it with your returned merchandise.
3. You can send the returned merchandise to: **ChoiceShirts, Attn: Returns, 961 Bethel Ave, Pennsauken, NJ 08110**
4. Let us know the reason for the return. This will help us improve our customer service.
5. If you need additional assistance, you can reach us via email at service@choiceshirts.com or by calling us at **1-800-485-6601** or **(856) 406-1030**. You can reach us by fax at **(630) 982-2375**. Keep in mind our customer service representatives are available Monday through Friday (excluding holidays) from 8:30AM - 5:00PM Eastern time.
6. We do recommend that you return products to us insured. The United States Postal Service or United Parcel Service (UPS) will insure your package to guard against loss. If something happens in transit and the package doesn't get delivered, we can't give you a refund.

DESIRED ACTION

Please allow 7-10 business days for return processing

Check Appropriate Box

- Please replace Please exchange
 Please refund by original method of payment
 Other (Please explain)

REASONS FOR RETURN

Please note Reason Code below for each item returned

- | | | |
|-------------------------------|-------------------------------------|-----------------------------|
| 1. Duplicate Shipment | 5. Cancelled, but received | 9. Personalized incorrectly |
| 2. Wrong merchandise | 6. Exchange (Mdse correct/exchange) | 10. Wrong size sent |
| 3. Wrong merchandise ordered | 7. Did not order | 11. Wrong size ordered |
| 4. Defective (Please explain) | 8. Not as expected (Please explain) | 12. Other (Please explain) |

Explain (If necessary) _____

YOUR INFO

First Name _____ Last Name _____ Email _____
 Address _____ Phone # _____
 Address _____ Order # (Optional) _____
 City _____ State _____ ZIP _____

RETURNED ITEMS

Please fill in reason, quantity, item number and title of item(s) being returned

If you were given a Return Authorization number, enter it here

RA #

Reason	Qty.	Item #	Description

Reason	Qty.	Item #	Description

EXCHANGE FOR

Qty.	Item #	Description	Price

Qty.	Item #	Description	Price

PAYMENT

Please note check form of payments for additional items or different price of exchanged item(s)

- Check Enclosed American Express MasterCard Visa Discover

Daytime Phone # _____ Email _____

CARD #

Credit Card Expiration Date _____ Signature _____