

Return and Exchange Form

Please fill in the appropriate information below.

Any Questions?

Please call us at 877-891-8315

Step 1 – Original Order # (If available enter here →): _____

Originally Purchased by:

Name: _____

Address: _____

(City) _____ (State) _____ (Zip) _____

Phone: (____) _____ (____) _____
(Daytime) (Evening)

Email Address: _____

Send Refund or Exchange to: (If different from left)

Name: _____

Address: _____

(City) _____ (State) _____ (Zip) _____

Phone: (____) _____ (____) _____
(Daytime) (Evening)

Email Address: _____

Please select one of the following options:

- Exchange for another item(s) Reimburse my original payment method
 Send me a gift certificate I am returning a gift. Please send: __ Exchange __ Gift Certificate

Step 2 – Returns In the form below please indicate the item(s) you are returning, including a reason code.

Reason Code	Item #	Item Name	Size	Color	Quantity	Price	Total Price

Reason Codes

Product Sizing	Satisfaction	Performance/Service	Quality
11 Ordered the wrong size	21 Did not like	31 Wrong item shipped	41 Unsatisfactory quality
12 Too small	22 Did not like color	32 Damage due to shipping	42 Not as pictured/described
13 Too large	23 Did not like style	33 Defective construction	43 Did not like material
14 Does not fit	24 Not what I was expecting	34 Did not perform as expected	44 Returning a gift

Step 3 – Free Exchanges - Shipping will be waived for eligible exchanges.

Item #	Item Name	Size	Color	Quantity	Price	Total Price

Step 4 – Payment Method

Method of Payment:

If the total of your exchange or new order exceeds the value of your return, please provide a method of payment. (*Select one*)

- Credit Card
 Check or Money Order enclosed
 Gift Certificate

Enter gift certificate number below:

Credit Card Information:

- Visa MasterCard AMEX Discover

Card Number:

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Exp. Date _____ / _____ CVV Code _____
Month/Year

Signature: _____

Step 5 – Ship the Item(s) If item was damaged or incorrect, we will reimburse you for the return shipping.

Use the shipper of your choice

- You pay postage (postage will be refunded if item was damaged or incorrect; must include postage receipt)
- Securely package item(s) and include this Return/Exchange form

United States Customers Return To:

PRODUCT RETURNS

c/o EPI Marketing Services
61 Clark Road North
Battle Creek, MI 49037
United States

International Customers Return To:

PRODUCT RETURNS

c/o Marketpoint
Venture House
Arlington Square
Bracknell RG12 1WA
Great Britain