

RETURN AUTHORIZATION FORM - RETAIL CLIENTELE ONLY
NOTE: BEFORE RETURNING ANY MERCHANDISE, PLEASE READ BELOW
SALE ITEMS ARE FINAL SALE NO EXCEPTIONS!!!!

Your order has been carefully packed and thoroughly inspected, and we hope you are pleased with the item(s) you have selected. Please check the contents of this package (s) immediately against your invoice located on the front of the packing slip. When returning or exchanging any part of your order, please see the instructions below.

RETURNS:

***COUTURE ACTIVE WEAR BOUTIQUES WILL NOT ACCEPT CATALOGUE OR INTERNET RETURNS.**

***TRADE SHOW SALES ARE FINAL SALES AND MAY NOT BE RETURNED OR EXCHANGED.**

***PLEASE RETURN MERCHANDISE PROMPTLY.** We will gladly issue a refund, or credit for all non-sale purchases returned within 15 days of purchase. Returns must be post-marked within 20 days from the delivery of your order. If you find you need to return merchandise after 15 days a *Merchandise Credit Gift Card* will be issued (on all full priced items) on your next online purchase.

EXCHANGES ARE SIMPLE AND EASY:

We will make every effort to honor exchange requests provided the merchandise requested is still available. **The original shipping and handling charges are not refundable.** **In-stock items will be shipped within approximately 24 hours at no charge if you have an exchange for the same dollar amount or less as the original purchase for standard shipping and handling, no additional shipping & handling charges will be incurred.** We will bill your credit card for the new merchandise and process your credit for returned merchandise as soon as we receive it.

HOW TO RETURN MERCHANDISE TO US:

Please follow the instructions below to assure a prompt return or exchange.

- ♥ Please complete this form and send it along with items being returned. Please indicate on the form whether this is a "return" or "exchange". Exchange merchandise can be ordered below.
- ♥ Package return merchandise in its original packaging including copy of invoice (box, poly bag, hangtags attached, etc.) **HANGTAGS MUST BE ATTACHED (WE DO NOT ACCEPT WORN, SOILED OR WASHED GARMENTS)** We reserved the right to refuse returns if you do not adhere to these regulations.
- ♥ Cut and Paste our pre-addressed return label securely to the outside of the package.
- ♥ For your protection, return merchandise via UPS, FEDEX or insured mail, or in Canada, via Canada Post, and retain all your postal and insurance receipts.
- ♥ **We will only refund shipping charges if we've sent the wrong item, or if the item sent is defective.**

PLEASE FILL OUT FORM AND INCLUDE WITH RETURN

**Returns/Exchanges will not be processed if form is not filled out completely with a copy of receipt*

() Please replace () Please exchange () Please refund (credit original method of payment) ***only available within 15 days of order date**

***All sales items are final and cannot be returned or exchange.**

() Other (please explain) _____

REASON FOR RETURN: Check appropriate box (boxes).

- () Not as expected () Too small () Too large () Shipping error () Shipping damage
 () Arrived too late () Defective merchandise () Other (please explain) _____

Returned Items:

| QTY. | ITEM # | DESCRIPTION | SIZE | COLOR | REASON FOR RETURN |
|------|--------|-------------|------|-------|-------------------|
| | | | | | |
| | | | | | |
| | | | | | |
| | | | | | |

Exchange For:

| QTY. | ITEM # | DESCRIPTION | SIZE | COLOR | REASON FOR RETURN |
|------|--------|-------------|------|-------|-------------------|
| | | | | | |
| | | | | | |
| | | | | | |
| | | | | | |

PAYMENT: Please check form of payment for additional items or difference in price of exchanged item(s).

- () Check enclosed () VISA () Mastercard () AMEX () Discover

Credit card # _____ / _____ / _____

PRINT NAME AS SHOWN ON CARD _____

Expiration date _____

SIGNATURE _____



cut---RETURN LABEL---cut

Please use our return label on your package and insure!



ATTN: Return Department
 444 Brickell Avenue
 Suite 425
 Miami, FL 33131
 www.coutureactivewear.com