

RETURN AND EXCHANGE INSTRUCTIONS

Thank you for your purchase. We appreciate the opportunity to provide you with high-quality products and excellent customer service. If your purchase does not meet your expectations, we make exchanges and returns easy!



Return or Exchange Instructions

1. Please complete the Return Form below. If you wish to exchange a product, please be sure to list the items you are requesting.
2. Return your product in a box, bag, or carton that protects the merchandise, or wrap it well within the original packaging. Please be sure to seal the package.

Address the package to: RETURN/EXCHANGE DEPARTMENT
 Eastbay
 500 72ND Ave. N.
 Wausau, WI 54401

3. Include a copy of the original packing slip, invoice or receipt with your return. Returns that do not have proof of purchase enclosed will not be accepted.
4. Please ship your package insured and prepaid via your preferred carrier. We cannot accept responsibility for uninsured packages.
5. We will send any merchandise you request in exchange via UPS Ground or U.S. Mail.
6. Original shipping charges are not refundable. However, if you choose to exchange any item(s), you will not be charged additional shipping & handling.
7. If you have any questions, please call our Customer Service Department at 1.800.826.2205.

RETURN FORM

CUSTOMER INFORMATION

Order Number: _____ Customer Number: _____
 Name: _____
 Street Address: _____
 City: _____ State: _____ Zip Code: _____
 Daytime Phone: _____

RETURN CODES

SIZE/FIT

TB Too Big
 TS Too Small

SERVICE/QUALITY

WI Wrong item ordered
 WD Not as described/pictured
 DQ Defective/Damaged/
 Poor quality

PREFERENCE/CHOICE

WO Wrong item
 U Unwanted

ITEMS RETURNED

Return Code	Product Number or Description	Size	Color
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____

ITEMS REQUESTED IN EXCHANGE

*If you have already ordered by phone please do not list product here.

Product Number	Description	Size	Color
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____

Action Requested: Exchange Refund Credit to Credit card

If we are unable to ship the item(s) you are requesting in exchange, should we: Back order the item(s) Refund

If you are returning a gift, write the giver's name and address here:
