



# EXCHANGE MERCHANDISE AUTHORIZATION

CUSTOMER NAME: \_\_\_\_\_

INVOICE NUMBER: \_\_\_\_\_ OR ORDER NUMBER: \_\_\_\_\_

STREET: \_\_\_\_\_

CITY: \_\_\_\_\_ STATE: \_\_\_\_\_ ZIP: \_\_\_\_\_

EMAIL: \_\_\_\_\_

PHONE NUMBER: \_\_\_\_\_

## LIST OF PRODUCT(S) TO BE EXCHANGED:

ITEM NUMBER	DESCRIPTION (OPTIONAL)	QUANTITY
_____	_____	_____
_____	_____	_____
_____	_____	_____

## LIST OF REPLACEMENT PRODUCT(S):

ITEM NUMBER	DESCRIPTION (OPTIONAL)	QUANTITY
_____	_____	_____
_____	_____	_____
_____	_____	_____

- WE WILL EMAIL YOU AN EXCHANGE AUTHORIZATION NOTICE AND A SHIPPING LABEL, IF YOUR REQUEST IS ACCEPTED. WE WILL COMMUNICATE IF THERE IS A DIFFERENCE IN THE PRICE. IF THE NEW PRODUCT HAS A HIGHER VALUE, YOU WILL NEED TO PAY FOR THE DIFFERENCE. IF THE NEW PRODUCT HAS A LOWER VALUE, WE WILL REFUND THE DIFFERENCE.
- SEND ALL ITEMS BACK TO US.
- ONCE WE RECEIVE THE PRODUCT(S) WE WILL INSPECT AND MAKE SURE IT MEETS OUR CONDITIONS (NO VISIBLE SIGNS OF WEAR OR USE). IF APPROVED, WE WILL PROCEED TO REFUND OR TO CHARGE THE DIFFERENCE IN PRICE. YOU WILL RECEIVE THE CREDIT WITHIN A CERTAIN AMOUNT OF DAYS IN THE ORIGINAL CARD, DEPENDING ON YOUR CARD'S ISSUER POLICIES.
- ONCE PAYMENT HAS BEEN TAKEN CARE OF, WE WILL SEND THE NEW PRODUCT.

### INTERNAL USE ONLY

DATE APPROVED: \_\_\_\_\_

EMA NUMBER: \_\_\_\_\_

