

# RETURNS AND EXCHANGES

We want you to be completely satisfied with your purchase. If you are not, you will be able to return your unworn merchandise within 90 days of the ship date for an exchange or full refund of the purchase price (excludes shipping & handling charges). We cannot accept returns or exchanges of custom embroidered products unless the product or the embroidery is defective.

Detailed return information will be provided on the back of the packing slip included with your shipment. Please fill out the return form and include it with any returned merchandise.

## Return Options

1. Use our Hassle-Free Pre-paid Return Label
  - Drop it off at any UPS location.
  - A flat fee of \$6.95 will be deducted from the amount of your refund.
  - You will receive an email once your return has been processed.
2. Or, send your return to us with the shipper of your choice

A return due to shipping error or product defect has 14 days from receipt to qualify for free return label. In this instance contact our Customer Service Department at 1-800-FRENCHTOAST (1-800-373-6248) and one of our Customer Service Representatives will be happy to assist you.

## Exchange Options

If you need to return an item(s) and want to exchange it for the same item(s) in a different size or color, we will ship your new item(s) for FREE! Embroidered products are not eligible for a return or exchange unless the product or the embroidery is defective.

1. Call (800) 373-6248 to place your exchange order with one of our customer service representatives.
  - After placing your exchange order, choose a return option above.
2. Or, follow the instructions on the back of your packing slip.
  - Include the items you want to return and fill out the exchange section with the items you want. Choose a return option above. *(This option may be a 2-week turn around time.)*

