

# GRETCHEN WILSON MERCH

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● **ALL MERCHANDISE SALES ARE FINAL.** ● **NO CASH REFUNDS WILL BE ISSUED.**

If you receive an item that you are not satisfied with you may return the item and immediately select an alternate item as a replacement. If you receive an item that is the wrong size or has a manufacturer's defect you may return the item for an exchange of the same item.

- NO RETURNS ON BOOKS, DVD'S OR MUSIC CD'S.
- Defective items can only be replaced by the same item.
- Apparel may be exchanged only if they are in new condition (UNWASHED AND UNWORN).
- Shipping and Handling fees can not be refunded unless we made an error.
- Any other issues, including lost orders, must be reported within 30 days.
- We are NOT responsible for lost orders that are not reported within the 30 day time period.

● **For successful returns be sure and get a tracking number from your carrier.**

- 1. Complete Return Form (REQUIRED)
- 2. Repack Merchandise (Include original invoice)
- 3. Ship (Affix the return label below)

## Return Reason Codes

- A. Doesn't Fit
- B. Damaged Defective
- C. Wrong Item Ordered
- D. Duplicate
- E. Wrong Item Sent

NAME: \_\_\_\_\_ ORDER ID# (On Packing Slip) \_\_\_\_\_

PH#: \_\_\_\_\_ E-MAIL \_\_\_\_\_

Returned items:	Description	Size	Reason Code

Exchange for:	Description	Size

- **Exchange Fee:** (Exchange fees cover the cost of shipping product back to you)  
13oz or less \$6. • 14oz. thru 2lbs. \$10 • 2.1lbs thru 3lbs. \$15 • You will be notified if your exchange exceeds 4 lbs.  
Exchanges that require International Shipping will be charged actual First Class International Mail Rates.

I authorize Missingink to charge the exchange fee to my credit card or PayPal account.  
You will be notified by e-mail when your merchandise arrives at our warehouse.  
Exchanges are picked and shipped within 5 to 10 business days of receipt.



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