GUARANTEE, RETURN AND EXCHANGE POLICY

If you are ever disappointed, any non-embroidered items in original condition (with tags attached) may be exchanged or returned within 30 days of receipt. Postage, shipping, and handling are not refundable. Send returns using OPTION A or OPTION B described in STEP 4.

### I AM RETURNING THE FOLLOWING

<table>
<thead>
<tr>
<th>Reason Code (See right)</th>
<th>Item #</th>
<th>Color / Print</th>
<th>Size</th>
<th>Qty</th>
<th>Price</th>
<th>Total</th>
</tr>
</thead>
</table>

Attach additional page if necessary. **TOTAL RETURN AMOUNT**

### I AM ORDERING THE FOLLOWING IN EXCHANGE

<table>
<thead>
<tr>
<th>Item #</th>
<th>Color / Print</th>
<th>Size</th>
<th>Qty</th>
<th>Price</th>
<th>Total</th>
</tr>
</thead>
</table>

Attach additional page if necessary. **TOTAL EXCHANGE AMOUNT**

### RETURNING ITEMS ONLY - HOW TO DETERMINE YOUR EXPECTED REFUND AMOUNT

1. Enter total return amount from Step 1
2. Subtract line 2 from line 1. This is your refund amount plus any applicable taxes

### EXCHANGING ITEMS - HOW TO DETERMINE CREDIT AMOUNT OR AMOUNT DUE

1. Subtract total return amount (Step 1) from total exchange amount (Step 2)
2. Does your exchange dollar amount (Step 2) exceed the return dollar amount (Step 1)? Yes ☐ No ☐
   - If NO, continue to number 3 below
   - If YES, use the shipping chart on the right and enter applicable shipping charges here
3. If you used the UPS return label add this cost to your amount due or deduct from any credit due
4. Add all above items to determine your amount due or credit due

### RETURN REASON CODES

- A. Chest
- B. Waist
- C. Seat/Hip
- D. Sleeve Length
- E. Overall Length
- F. Width
- G. Chest
- H. Waist
- I. Seat
- J. Overall Length
- K. Seat/Hip
- L. Overall Width
- M. Wrong Item Shipped
- N. Embroidery not correct
- O. Not received in time
- P. Did not like fabric
- Q. Did not like color
- R. Coordinates did not match
- S. Did not like fabric
- T. Did not like style
- U. Defective
- V. Not in color order
- W. Did not like style
- X. Did not like color
- Y. Did not like style
- Z. Did not like style

### SHIPPING CHART

<table>
<thead>
<tr>
<th>Size of Product</th>
<th>Too Small</th>
<th>Too Large</th>
<th>Too Long</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reason Code</td>
<td>A. Chest</td>
<td>B. Waist</td>
<td>C. Seat/Hip</td>
</tr>
<tr>
<td>Color</td>
<td>D. Sleeve Length</td>
<td>E. Overall Length</td>
<td>F. Width</td>
</tr>
</tbody>
</table>

### HOW TO RETURN YOUR PACKAGE

1. Complete this return form and enclose in your return package.
2. Ship your return package back to us using one of the options below.

#### OPTION A
- Use the UPS return label that is provided on the reverse side of this form, $8.99 charge applies.
- Cost of using the UPS return label will be deducted from the amount of credit you receive for your refund or exchange (1 to 5 items: $8.99).
- If more than 5 items, use Option B.
- The UPS return label cannot be used for more than 5 items or for shipments outside the U.S.

#### OPTION B
- Return items prepaid and insured through the carrier of your choice to the address below, using the return label provided on the reverse side of these directions.

**Return Processing Center**
777 Douglas Hill Road, Suite 100
Lithia Springs, GA 30122

All refunds will be issued in the same payment method as the original order. Select payment method if there is any amount due: ☑ Original Credit Card ☐ Check Enclosed

CUSTOMER COMMENTS

* Please allow approximately two to three weeks from the time you send your items to receive a credit, refund or exchange.