CUSTOMER

Name:

Address:

Order #:

☐ Return ☐ Exchange ☐ Phone Exchange

NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES

BUSINESS REPLY LABEL
FIRST-CLASS MAIL PERMIT NO. 12 PISMO BEACH, CA

POSTAGE WILL BE PAID BY ADDRESSEE

Voler Store 390-A Manhattan Ave, Grover Beach, CA 93433-9976

Use clear tape when fastening return label to package.
Please do not obscure any portion of the label.

RETURNS

How to get a Refund *Simply follow the instructions below:*

1. Enter the items you would like to return, as well as the appropriate reason code in the Return/Refund form below. *Complete the form entirely to prevent processing delays.*
2. Total up your refund amount.
3. Fill out the Business Reply Label above and affix it to the outside of a return package. Make sure to mark the Return box to ensure a quick response.
4. Return *clean, dry items in original packaging* if possible, along with the completed Return form to the Voler Store.
5. An e-mail confirmation will be sent and a refund will be issued to the original form of payment within 7 days of receipt of returned items.

VOLER

The Voler Store Easy Return and Exchange Policy
100% Satisfaction Guaranteed
Return or exchange ***any***thing*, at ***any*** time, for ***any*** reason.

Returns and exchanges are free if shipped standard ground within the U.S. and we even include a free postage paid shipping label. If shipping from an address outside the U.S. you will need to pay return postage.You can also download a copy of the return shipping label as well as this return form at http://www.voler.com/returns/.

There is *no need to call us about an exchange or return.* If we made a mistake on your order, simply follow the exchange process below and we will send the correct item(s) immediately. You are welcome to call us at 800-599-7264 to expedite the process if needed.

***Please Note:** Return & Exchange Policy only applies to orders from the Voler Store located at http://www.voler.com/store/. We do not accept returns or exchanges on Semi Custom or Full Custom Apparel due to the specialized nature of the product.*

EXCHANGES

Exchange by Mail *Simply follow the instructions below:*

1. Enter the items you would like to exchange, as well as the appropriate reason code in the Return/Refund form below.
   Complete the form entirely to prevent processing delays.
2. Enter the new items you would like in the Exchange Order form below
3. Fill out and affix the Business Reply Label to the outside of a return package.
4. Return *clean, dry items in original packaging* if possible, along with the completed Exchange form to the Voler Store. Make sure to mark the Exchange box to ensure a quick response.
5. If money is due on the new order, we will charge the original card unless new payment information is provided.

Expedite Your Exchange *Simply follow the instructions below:*

1. Call 800-599-7264.
2. We will bill you for your new items.
3. Follow the Returns instructions to the left to return the items that you are exchanging, and mark Phone Exchange on your return label.

RECYCLING HINT: Turn the bag from your original shipment inside out and use it to ship items back.

Return/Refund *Items that you are returning to the Voler Store for a refund or exchange.*

Reason Code	Quantity	Description	Product Code	Color	Size	Price	Total Price

Reason Codes

A Size too small **B** Size too large **C** Not as described **F** Other *Please describe below.*
D Wrong item shipped **E** Defective **H** Incorrect Packaging
I Pad **J** Changed Mind **K** Gift

Merchandise Total	
+Tax *California only 7.75%*	$
Total Refund	

Exchange Order *Items that you want in exchange for items returned.*

Quantity	Description	Product Code	Color	Size	Price	Total Price

Complete only if there is a **TOTAL DUE** at right.

Method of Payment *Do not send cash.*

☐ MasterCard ☐ VISA ☐ Check / Money Order
☐ Discover ☐ AmEx

Credit Card Number Exp. Mo/Yr

Signature Date

Total of New Items	1
Total of Returned Items	2
Difference *(line 1 minus line 2)**	3
+Tax on Difference *(California only) 7.75%*	4
Total Due *(line 3 plus line 4)*	$
**(if line 1 is less than line 2, enter amount here)*	*
+Tax (California only) 7.75%	
Total Refund *if applicable*	$