



The Voler Store Easy Return and Exchange Policy

100% Satisfaction Guaranteed

Return or exchange *anything**, for *any* reason, within 90 days, no questions asked.

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.

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:*

- 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.*
- Total up your refund amount.
- 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.
- Return *clean, dry items in original packaging* if possible, along with the completed Return form to the Voler Store.
- 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.

EXCHANGES

Exchange by Mail *Simply follow the instructions below:*

- 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.*
- Enter the new items you would like in the Exchange Order form below.
- Fill out and affix the Business Reply Label to the outside of a return package.
- 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.
- 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:*

- Call 800-599-7264.
- We will bill you for your new items.
- 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
D Wrong item shipped **E** Defective **H** Incorrect Packaging
I Pad **K** Gift **M** Fabric
L Didn't perform as expected

F Other (Please describe below.)

Merchandise Total

+Tax (California only) 8%

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

Total of Returned Items

Difference (line 1 minus line 2)*

+Tax on Difference (California only) 8%

Total Due (line 3 plus line 4)

*(if line 1 is less than line 2, enter amount here)

+Tax (California only) 8%

Total Refund if applicable