

Friends Unlimited
SWIMshop[™]
INC.
 Performance Swim wear ... *Since 1986*
 2345 White Road, White, GA 30184-3234
 Phone (770) 479 9655 Fax (770) 720 6250

Merchandise Exchange Form

770-479-9655

Please read the following if you have questions about your order or need to return/exchange items:

- Your order has been carefully packed and inspected. Please check the contents of all packages received immediately against the items shown as shipped on your invoice. You must notify us within 24 hours of receipt if there is a discrepancy.
- Some items may be on backorder (See Column "BO") and will follow. You will be notified if they will take longer than 3 weeks to reach you.
- If you have paid a set shipping/handling fee, it will be charged on the first invoice only. Your next shipments will have no charge for shipping.
- If your package was damaged by the carrier, please notify us and keep all packaging.
- Sale items including Grab-bag may be exchanged only.
- Returns/Exchanges must be made within 10 days. All tags, sanitary liners, and packaging must be in original condition. Items must not be worn in the water. Your credit card will be refunded. If you paid by cash or check, a store credit will be issued.
- All custom/team printed items are final sales. No returns or exchanges are possible.
- Defective items will be replaced or a store credit will be issued. We do not charge shipping to you when replacing a defective item.
- We will send you a return label if your item has been miss-shipped and replace the item with no shipping fee. You have the choice of putting the correct item on your credit card for us to ship as ready, crediting your card when the miss-shipped item is returned; or just send the incorrect item back to us for a replacement.
- Returns made by open accounts over 30 days are subject to a 10% restocking fee. If the item has been discounted, you will be credited at the lower sale price.
- Be sure to send all returns via a traceable and insured method. We do not accept C.O.D. deliveries. **All Credit Card information is encrypted on our system.**

Exchange/return Information: We need credit card info to process your refund quickly:

Expiration date _____/_____/_____ card # insert below: **Not needed if order was placed online.**

I am returning: Item # and description: _____ Qty _____

Please send me the following: Item # and description: (Shipping Charges will apply.) Qty _____
 (1 item \$7.50, 2 items \$10.50) Call for a quote on heavy or unusual exchanges.

Please return a copy of your invoice. You may use this label as our authorization of your return.

From: _____

Friends Unlimited SWIMshop, Inc
2345 White Rd
White, GA 30184-3234