

### **Return/Exchange Policy**

Our mission is to provide our customers with the finest quality merchandise and the highest level of customer service in the industry.

If you are not completely satisfied with your purchase, we will provide a refund or exchange of the item(s) within 30 days\* of purchase. Contact our Returns Department at (800) 468-6230 or email us at [returns@cmgmgmtg.com](mailto:returns@cmgmgmtg.com). We will be happy to answer any questions you may have and work with you to handle your exchange or return. We can be reached, Monday through Friday, 8:00 am to 5:30 pm EST, excluding holidays.

Prior to returning your merchandise please contact a Customer Care Representative to obtain a Return Material Authorization number or RMA. When you call, please have your original packing slip ready for reference. Our representatives will process your request and provide you with an RMA. In order to expedite the process we recommend that a copy of your original order is placed in the box and your RMA number is posted on the outside of your package in the ship to information area. If you wish to exchange your item, please notify the rep at this time.

You must contact us on credits or exchanges within 30 days of receipt of your merchandise. All claims for damages due to transit must be made with the carrier when you receive the merchandise. All original packaging and/or boxes that your merchandise was shipped in must be retained for this claim.

No returns will be allowed on discontinued items, specially marked items, Limited Edition Merchandise, free promos, seasonal sales, custom or personalized goods. All returns must be in their original packaging and in like new condition to receive a full credit.

#### Damaged/ Defective/ Mis-shipped

Damaged/defective or mis-shipped merchandise must be claimed within 10 days of receipt of the order. Please contact us with these errors and we will assist you in a quick resolution.

#### Even Exchanges/ Credits

If you wish to exchange your item, notify the Customer Care representative when you call in for a RMA. To expedite your exchange we will place a new order for the exchanged item ASAP. When your replacement item ships out you will be charged for that item and then credited back for your return once your exchange is received and processed. All customer return shipments will be at the cost of the customer. If the customer wishes to exchange merchandise on the order, we will ship out the new order at \$0 shipping cost. We recommend all returns be shipped using UPS or USPS. We are not responsible for returned merchandise lost in transit to our facility.

*\*Program Returns has the right to refuse any incomplete or unauthorized return. A 10% restocking fee may also apply to goods or orders that fall outside our required information (RMA, incomplete) and/or time lines.*

## Return Form

**Our mission is to provide our customers with the finest quality merchandise and the highest level of customer service in the industry.**

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### **Returns are as easy as 1, 2, 3.**

Step 1. Contact Customer Service for a RMA number for your return.

Step 2. Fill out the Return Form completely. Include any Exchange items.

Step 3. Place the completed form in the box with the return goods and write the RMA# on the outside of the package.

### **Reason Codes**

#### *Satisfaction*

1. Changed My Mind
2. Defective
3. Not As Pic

#### *Sizing*

4. Too Big
5. Too Small
6. Ordered Wrong

#### *Service*

7. Damaged Item
8. Missed Event
9. Picking Error

Order #	Part Number	Description	QTY	Reason Code
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