

Return Form

1. Print this page, fill out completely & include completed form with returned items.
2. Pack the items and Packing List securely in a box. You can use the box the items arrived in or another box, if you prefer. All returns must be sent in original packaging, with tags & new condition if possible.
3. All sales items are final, no refunds on sales items.
4. Address the return box as shown below:

Web Returns Department

520 Viking Drive

Virginia Beach, VA 23452

5. Ship your package using a trackable and insured shipping method. We are not responsible for returns lost in transit.
6. We'll email you once your return is processed. Please allow 2 weeks from the time you mail your return for it to be processed.
7. Please complete the following:

Customer Name: _____

Phone #: (____) _____

Online Order # (4 Digit): ____ _ _ _

Order Date: _____

Source ID(Top Left of Packing List): SO-____ _ _ _ _

** Explain Reason for Returned Item(s):

Our Policies

- Customers will be responsible for all shipping costs. Unless the item(s) received were damaged or the wrong item(s) sent, in this case we will refund you for the shipping cost.
- All returns must be sent back within 10 days of receiving package & sent in original packaging, with tags and in new condition.
- We do not accept international returns, including Canada.

NO REFUNDS FOR SALE ITEMS.

- Refunds are typically received within 2 weeks from the time that you mail them. Once we receive your return in our distribution center, please allow 2 business days for it to process