



EXCHANGE / RETURN POLICY & VOUCHER

(Read this Policy and Complete the Form at the Bottom for any Returns or Exchanges)

Return Policy:

You may return unused, unopened items purchased in store, our catalog or online for a refund or exchange within 90 days* from the date of purchase. You must include a copy of the receipt along with the **unused and unopened product** in its original packaging.

*Electronics must be returned within 30 Days of purchase and must be unused and unopened. Returns on some items including Generators, Software, Clearance items and Special/Custom Order items will not be accepted. Further clarification is listed in "Additional Details" section below.

Return Process:

Unused and unopened items may be returned at any time with original receipt at any Travelcamp Store or can be mailed to:

Travelcamp Returns
9070 Beach Blvd
Jacksonville, FL 32216

If returning by mail, box the item securely. The original invoice is required for all returns. Enclose the invoice plus the unused, unopened item in its original packaging as well as any accessories. We will mail you a check or issue a credit to your credit card for the cost of the item and the sales tax, if applicable. Please allow up to 30 days business days for the credit to appear on your credit card statement. Shipping charges are not refundable, and shipping will be charged for the new item(s) sent.

Additional Details:

Generators

May not be returned. If you purchase a generator that is defective, please bring to Travelcamp or an authorized dealer for inspection. You should also refer to the Manufacturer's Warranty if applicable.

Electronics

You may return unused, unopened electronics for a refund or exchange within 30 days from date of purchase. A receipt is required.

Software

You may return unused, unopened software for a refund or exchange within 30 days from date of purchase. A receipt is required. Software that has been opened may not be returned.

Bedding & Linens

You may return unused, unopened bedding and linens for a refund or exchange within 30 days from date of purchase. A receipt is required. Bedding that has been opened may not be returned unless defective.

THIS DOCUMENT MUST BE COMPLETED BELOW AND INCLUDED WITH RETURN	
Your Name	
Best Number to Reach You	
Date of Purchase	
Purchased from In Store, Catalog or Online?	
Description of Item Purchased	
Quantity of Item Purchased	
Requesting Exchange, Credit, or Refund?	
If Refund, Mail Check or Credit Card?	
If Refund will be by Credit Card, Provide Phone Number to Call You	
If Mailing Check for Your Refund, Provide Mailing Address:	