

## CHOKE EXPRESS ORDER RETURN SHEET 9.23

**RETURN TICKET NUMBER**

**ORIGINAL ORDER NUMBER**

**FIRST NAME**

**LAST NAME**

**PHONE**

**EMAIL**

**RETURN REASON?**

**REFUND REQUESTED?**

**YES /**

**NO**

**REPLACEMENT REQUESTED?**

**YES /**

**NO**

### Frequently Asked Questions

**Q: How to receive a Return Ticket Number?**

A: You email us at [returns@chokeexpress.com](mailto:returns@chokeexpress.com), within 5 business days we will issue a return ticket number, this ticket number will allow us as well as you to keep track of the status of your return for return and refund processing. Don't worry if your 30-day return window is approaching, if you start this process prior to it, your return / refund can still move forward.

**Q: What if I don't know my order number?**

A: If you do not know your order number, please provide the remaining information requested, first & last name as well as your phone number & email address. From this information we should be able to verify your original order number, if not we at least can contact you and ask any additional questions if needed.

**Q: What is the return address for Choke Express?**

A: Returns should be postmarked to the following address

**RETURNS CHOKE EXPRESS**

**1920 BUMFORD ROAD**

**MARION, OH. 43302**

**Q: What to expect?**

A: The return/refund process is straight forward, once we check in a package and verify its contents, we will move the order into a refunds processing pool, you will be updated via email or text of this status adjustment. This pool is the waiting periods between our bi-monthly refund processing dates, the 1<sup>st</sup> and 3<sup>rd</sup> Monday of the month. On these dates we will issue all outstanding refunds via the method they were paid for. Your total refund available will be based on what you paid for the items you are returning, if they were sold based on a promotion or discount the return value will be determined at our discretion. Shipping costs are non-refundable. If your order qualified for our \$99+ free shipping promotion the shipping costs incurred by Choke Express LLC will be taken out of the total available refund. A **20% restocking fee** will be taken off the total available return funds as Choke Express LLC must pay day-to-day business costs that we incur to pull orders for processing & shipping as well as this returns process and resubmitting them back into our inventory. **Restocking fees may be waived at our discretion. \*\*\* Qualified returns over \$500 may incur up to 4 bi-monthly installment payments based on availability of funds at the time of processing.**

**Special orders or customized items do not apply to this returns / refund process.**

**Check out all our policies online under the HELP TAB at [www.chokeexpress.com](http://www.chokeexpress.com) for more details.**

