



RETURN / EXCHANGE FORM

ORDER NUMBER

Customer service available MON-FRI, 7am-5pm MDT at 800.587.9044 or rrmail@royalrobbins.com

Royal Robbins Returns
1900 Taylor Ave.
Louisville, CO 80027

Please use this label for shipping your returns ✂



BILLY GOAT® TOUGH GUARANTEE

If you aren't 100% satisfied with any item you purchase on RoyalRobbins.com, send it back to us for a full refund, credit or exchange. All items must be returned within 30 days, unworn and in the state you received them with original tags on the item.

RETURNS

- Please fill out this form and enclose it in your return package.
- We will issue your refund back to the original credit card used for purchase once we receive your return.

EXCHANGES

- For exchanges, the quickest way to receive your new product is to go online and re-order the product you need, and return the original product for a refund.

BILLING INFORMATION

Name _____
 Address _____
 City _____ State _____ Zip _____
 Phone _____
 Email _____

SHIPPING INFORMATION (if different than billing)

Name _____
 Address _____
 City _____ State _____ Zip _____
 Phone _____
 Email _____

I'M RETURNING MY ENTIRE ORDER – CIRCLE REASON CODE BELOW

Return/Exchange Reason Codes:

WS - wrong size ordered	SH - too short	TB - too big, fits large
NF - unsatisfied with style	CL - unsatisfied with color	TL - too long
PO - unsatisfied with fabric/material	17 - defective - stains, holes etc.	WT - mislabeled
SS - substitute for a different item	SE - stitching/defective seams	OT - other _____
		TS - too small
		15 - defective zipper

I'M RETURNING/EXCHANGING A PORTION OF MY ORDER (please fill out the following information)

RETURNS (please fill out info found on back of product's hangtag, reason codes are listed above)

QTY	STYLE #	STYLE NAME OR DESCRIPTION	COLOR	REASON CODE	SIZE

EXCHANGES (please list items you'd like to receive in exchange, info found on product's page at royalrobbins.com)

QTY	STYLE #	STYLE NAME OR DESCRIPTION	COLOR	SIZE

All items purchased must be returned within 30 days of original purchase date for an exchange or refund and must not be worn or washed and should have the original tags still attached. Your refunds will be processed in 2 to 4 days of our receipt of the returned items. Please keep your Order Number on hand so that our Customer Service team can answer your questions later. We'll refund the value of the merchandise total and any taxes you were charged (shipping charges not included).