rugby imports

Rugby Imports Customer Service
Call: (800) 431-4514 or (401) 438-2727
Email: customerservice@rugbyimports.com

Rugby Imports, Ltd. Return Policies

1. Any return received after 45 days from invoice date will be given store credit only.

2. Certain items are subject to a 15% restocking fee.

3. **Custom items are non-refundable** (including numbering, sleeve alterations, additional embroidery, etc).

4. Items returned must be in new, unused condition to be eligible for a refund. Returned items that do not meet this condition will be returned to customer with no refund given.

5. Any determination as to whether a returned item is "defective" will be made upon a review of the item by Rugby Imports. If the item is deemed "defective" a refund or exchange will be granted, else the item will be returned to the customer.

INSTRUCTIONS FOR MERCHANDISE RETURNS:
To help expedite your exchange or refund, please complete the steps below, and enclose this form with the merchandise. Please send your shipment via UPS, FedEx, or USPS to:

Rugby Imports Ltd
885 Warren Avenue
East Providence, RI 02914

1. Items Returned:

Item #_____Qty_____

Color/Size_____ Price_____

☐Refund ☐ Replace
☐Exchange For: _____

Item #_____Qty_____

Color/Size_____ Price_____

☐Refund ☐ Replace
☐Exchange For: _____

Items Returned cont.:

Item #_____Qty_____

Color/Size_____ Price_____

☐Refund ☐ Replace
☐Exchange For: _____

Please attach additional sheet if more returns

2. Reasons for Return:

☐ Wrong Size   ☐ Returned Gift
☐ Not as Pictured   ☐ Defective/Damaged
☐ Dissatisfied   ☐ Ordered incorrectly
☐ Other (specify)_____

3. Customer Information:

Customer Name:_____

Customer Number:_____

Order Number (most important):_____

Method of Payment: If your re-order items exceed the cost of the item being exchanged, the difference will need to be charged to a credit card.

☐Visa   ☐MasterCard   ☐Amex   ☐Discover
☐Other_____

Card Number_____ Exp _____

Signature_____

To Correct or Change Your Address: Exchanges will be shipped, at no additional cost, to the original "Ship to" address via standard ground service. Please let us know if you would like to expedite delivery for an additional charge. To change your shipping address, please fill in the fields below.

Name_____

Street_____

City_____ State_____ Zip _____