

**URBAN UTILITY BAGS RETURN / EXCHANGE REQUEST
FORM**

URBAN UTILITY BAGS SHIPPING ADDRESS

To avoid delay or confusion, please insert this form inside of your return package. Be sure to use a tracking number for your return.

UUB Service Department
801 Industrial Blvd.
P.O. Box 2124
Ellijay, GA 30540

**CONTACT
INFORMATION**

Order Number/Date of Purchase
Name
Email
Phone #
Address

Purchase type (circle one)		
ONLINE	EVENT/ SHOW	RETAILER
Event/Show Name & Location		
Retailer Name		
NOTE: UUB is unable to refund purchases made from a retailer. If you purchased a bag from a 3rd party seller, please work directly with them.		

EXCHANGES AND RETURNS: PLEASE MARK AN 'X' IN THE DESIRED OPTION AND FOLLOW THE INSTRUCTIONS

CHECK	SERVICE REQUESTED	INSTRUCTIONS
	EXCHANGE	APPLIES ONLY TO NEW BAGS: Return your bag to us and indicate the bag requested for the exchange. Same size bags will be shipped to you once we confirm the returned bag is in new condition. For size differences, we'll process a refund for the price difference or send you an invoice (shipment made when balance is paid).
	REFUND	Return your bag to our address listed above. A refund will be issued back to the card used for the initial purchase when the bag is received and confirmed to be in "like new" resaleable condition. Bags that show signs of wear or damage may be rejected for return or subject to a 20% restocking fee for second-hand goods.

WARRANTY CLAIM: PLEASE MARK AN 'X' IN THE DESIRED OPTION AND FOLLOW THE INSTRUCTIONS

CHECK	SERVICE REQUESTED	INSTRUCTIONS
	LEG STRAP REPLACEMENT	Requires a completed copy of this form and a photo showing the problem to be submitted to "info@uubgear.com". You will be contacted after your request is received to advise if your warranty claim is approved. There is no need to return the leg strap to us.
	WAIST BELT REPLACEMENT	Requires a completed copy of this form and a photo showing the problem to be submitted to "info@uubgear.com". You will be contacted after your request is received to advise if your warranty claim is approved. There is no need to return the waist belt to us.
	STITCHING REPAIR	Requires a completed copy of this form and a photo showing the problem to be submitted to "info@uubgear.com". You will be contacted after your request is received to advise if your warranty claim is approved and what the next steps will be. NOTE: Materials used in construction are NOT COVERED under warranty