



# RETURN FORM

Manduka is committed to providing the highest level of customer care. We gladly accept unworn, unwashed, unaltered or unused merchandise in resalable condition (tags attached) for a refund within 30 days of receipt. Please note that the shipping cost on the outbound shipment is not refundable. Please refer to [www.manduka.com/returns](http://www.manduka.com/returns) for more information.

How to return my items? Easy! Follow the steps below:

- Simply fill out this return form and place it in your package
- Call or email Customer Care to obtain a prepaid FedEx label to return your package. Please note that Manduka does not offer prepaid return labels for returns from Alaska, Hawaii or offshore US territories such as Puerto Rico.
- Affix the prepaid shipping label to the outside of your package
- Drop the package off with the appropriate shipping provider and we'll process your return within 7 days of receipt
- If using your own shipping method, please return to the following address: Manduka LLC, Attn: Returns, 2207 E. Carson Street, Unit C3, Carson, CA 90810

Please note all items are subject to inspection. The cost of shipping is non-refundable, and if return is not in resalable condition, the package may be returned to you if the guidelines above are not followed. Due to an automatic ordering system, order modifications are no longer possible once your order has been placed online. As soon as your order is shipped out, you will receive a tracking email that will enable you to track your package.

\*Manduka does not cover the cost of return shipping for International Orders.

- All yoga mats have a 30-day satisfaction guarantee and PRO mats have a 90 day satisfaction guarantee. Returns must be free from damage and dirt/marks.
- If you have a faulty item please contact us at [info@manduka.com](mailto:info@manduka.com) and include a photo of the defect, and we will provide a pre-paid shipping label for orders placed on [manduka.com](http://manduka.com). Our return policy does not cover damage caused by sun exposure (natural rubber mats), improper use, or accidents.
- Purchases made anywhere other than [Manduka.com](http://Manduka.com) are not eligible for our return policy. If you have any questions, please feel free to email [info@manduka.com](mailto:info@manduka.com) or call 877-626-3852.

The following apparel returns are not accepted:

- Over 30 days (or 45 during the special holiday period) since you received your order.
- Item has been altered, washed, or damaged.
- Tags or packaging have been removed.
- Item was tagged final sale at the time of purchase.
- Due to hygiene reasons, Manduka is not able to accept returns on underwear or briefs unless faulty at the time you receive the item.

**Please include the following information in your return shipment.**

### CONTACT INFORMATION – Required Information

Order Number: \_\_\_\_\_ Name: \_\_\_\_\_

Phone Number: \_\_\_\_\_ Email: \_\_\_\_\_

**Items Being Returned** - Please list each item you are returning along with the reason for return using the Reason Codes below. For additional items, use the back of this page.

### REASON CODES – Required Information

1. Item Name: \_\_\_\_\_ Reason Code: \_\_\_\_\_

2. Item Name: \_\_\_\_\_ Reason Code: \_\_\_\_\_

3. Item Name: \_\_\_\_\_ Reason Code: \_\_\_\_\_

4. Item Name: \_\_\_\_\_ Reason Code: \_\_\_\_\_

<b>F1</b>	<i>Fit</i>	Too Small	<b>Q4</b>	<i>Quality</i>	Damaged Upon Arrival
<b>F2</b>	<i>Fit</i>	Too Large	<b>G1</b>	<i>General</i>	Did Not Support My Practice
<b>F3</b>	<i>Fit</i>	Ordered Wrong Size	<b>S1</b>	<i>Service</i>	Incorrect Item Was Shipped
<b>Q1</b>	<i>Quality</i>	Color Not What Expected	<b>S2</b>	<i>Service</i>	Arrived Too Late
<b>Q2</b>	<i>Quality</i>	Fabric/Texture Not What Expected	<b>0</b>	<i>Other</i>	(please explain)