

product exchange form

we will gladly exchange a product that is still new or is resalable. anything that has been used, worn or damaged will not be granted a credit or refund. please complete this simple form below so that we can process it quickly and get your thrill sniffer back on the road.



| | |
|------------------------------|---------------------------------------------------------|
| your name | original purchase date |
| | |
| your email address | online purchase? <small>circle one.</small> |
| | yes / no |
| your phone number | online order number <small>if applicable</small> |
| | |
| your shipping address | |
| | |

what would you like to return?

| product name | color | size | quantity | reason for exchange |
|--------------|-------|------|----------|---------------------|
| | | | | |

what would you like to receive in exchange?

| product name | color | size | quantity | reason for exchange |
|--------------|-------|------|----------|---------------------|
| | | | | |

next steps

once you have completed the form above pack your gear and a copy of this form by USPS to:
alcott products | attn: customer service | 8494 firebird drive | west chester, oh 45014

we encourage you to get tracking and retain a copy of this form + your tracking number for your records. once we receive your return and confirm that it is resalable, we will issue you a credit for the return within two business days. we will send you an email confirmation of the refund once it has been processed by our customer service team.

if there are any issues with your return, we will try to reach you by phone + email to determine the best resolution. if you have any questions about our return policy or process, call our customer service team at **513.874.5383** during regular business hours (EST) or email **custserv@alcottadventures.com**.