

## The Rhino Rugby Guarantee

If you are not completely satisfied with any item you ordered, simply return it within 30 days. It must be in its original condition for a full refund.

Sorry, we cannot refund the shipping and handling fees unless we have made an error.

**ALL SALES FINAL ON SALE ITEMS- NO RETURNS OR EXCHANGES**

### Return & Exchange Instructions

1. All merchandise MUST be in its original packaging with tags attached and within 30 days for a full refund.
2. Fill out the information below and return this form or a copy of this form filled with the returned merchandise.
3. If you received an item that you believe is damaged or defective, please call our customer service department within 72 hours at 1-844-US-RHINO
4. Allow 10-14 business days for your return/exchange to be processed.

**Merchandise Return**

Quantity	Item#	Color	Description	Size	Number-Reason Code

**Return Reason Codes**

Record appropriate number in the reason code# column above.

- |                               |                                       |                                |
|-------------------------------|---------------------------------------|--------------------------------|
| 1. Wrong Quantity Received    | 6. Product Defective                  | 11. Quality- Not Satisfied     |
| 2. Wrong Merchandise Received | 7. Arrived Late                       | 12. Incorrect Item Ordered     |
| 3. Purchased Elsewhere        | 8. Product Different from Web/Catalog | 13. Incorrect Quantity Ordered |
| 4. Damaged in Shipping        | 9. Too Big                            | 14. Changed Mind               |
| 5. Duplicate Order            | 10. Too Small                         | 15. Other _____                |

Please include your cc info below for the \$8.00 charge for shipping exchange to you. Without the below info your exchange will not be processed.

Name on Card: \_\_\_\_\_

VISA/MC/Discover: \_\_\_\_\_

Exp. Date: \_\_\_\_\_

CVC: \_\_\_\_\_

All returns must be mailed to:

Returns Dept. - Rhino Sports & Leisure  
 Rockland Park Drive  
 Tappan, NY 10983

Please fill in below information:

Original Order# : \_\_\_\_\_

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Phone #: \_\_\_\_\_