

# Order Return Form



## STEP 1

Fill Out Contact/Shipping To Information

Order # \_\_\_\_\_ City \_\_\_\_\_

Name \_\_\_\_\_ State/Prov. \_\_\_\_\_

Address \_\_\_\_\_ ZIP/Postal \_\_\_\_\_

Phone # \_\_\_\_\_ Country \_\_\_\_\_

E-mail \_\_\_\_\_

## STEP 2

List the items you are returning and the reason code for the return. (View chart below)

Item Name	Size	Colour	Quantity	Price	Reason Code

**Reason Codes: Enter the reason code in step 2.**

Sizing	Quality	Service
1) Too big 2) Too small 3) Too short 4) Too long	5) Damaged or Defective 6) Missing parts 7) Damaged during shipping 8) Poor quality	9) Not as expected 10) Arrived too late 11) Ordered 2 sizes, but kept 1 12) Wrong style 13) Wrong size

## Return policy

Our return policy lasts 21 days. After the 21 days have elapsed since your purchase, the order is considered terminated and won't be eligible for any returns or exchanges. The item eligibility standards for a return or exchange are as follows:

- Item is unworn & undamaged,
- Item is not "self" damaged
- Returned in the same condition you have received them,
- Packed with a completed order return form
- Returned within 21 days of your purchase.

To complete your return, a proof of purchase is required. All fees from your shipping point to our receiving address are your responsibility and are non-refundable. Hopeisfamous does not provide return shipping labels.

### **STEP 3**

Enclose this form with your merchandise package and return through any shipper to the address below:

Hopeisfamous Sportswear  
2042 Boisfranc  
Ottawa, On K4A 4Z6  
Canada