



Return & Exchange Form

I. Return Policy

A. Repair & Exchange

1. Repairs and/or exchanges are free of charge ONLY for merchandise with any manufacturing defects.
2. No repairs or exchanges will be provided if the merchandise is damaged by negligence.
3. Merchandise with manufacturing defects can only be exchanged for the exact same item you ordered.
4. For non-defective merchandise, exchanges are available only for switching different sizes, and an additional 20% restocking fee will be charged.
5. Particular merchandise may not be available for immediate exchange, so please allow approximately 5 weeks for production.

B. Terms & Conditions

1. Returns may ONLY be accepted within 2 weeks from the date of receipt.
2. Any returned packages without a RMA (Return Merchandise Authorization) number issued by AlamodeOnline will NOT be accepted.
3. For your protection, all returns MUST be shipped with a tracking number and insurance (i.e. UPS, FedEx, or other carriers).
4. Items MUST be returned unused with their labels/tags intact, and in their original packaging. No exceptions.
5. Returned items will be charged a 20% restocking fee.
6. Returns are free of charge ONLY for merchandise with any manufacturing defects.
7. Refunds do not include any shipping or handling charges.
8. All shipping and handling fees for returned merchandise are solely the customer's responsibility.
9. Any returned shipment that is sent with COD (Cash on Delivery) will NOT be accepted.

C. Procedure

1. Contact us by phone at toll-free 1-800-622-4404 (US only) or 1-714-636-4237 (overseas), or email us at returns@alamodeonline.com within 2 weeks of receipt with detailed photos of the defective item(s) you are requesting to return.
2. You will then be issued a RMA number that needs to be included on this form to ensure proper return procedure.
3. Make sure the returned items are in its original condition and packaging, and send them back to us with this form included inside and a tracking number. We are not held responsible if the shipment is lost or damaged.
4. Refund will be issued once we receive the returned items. No refund will be given in advance without receiving the returned items first.
5. You will be credited back with the original amount minus the shipping costs and/or restocking fees.

II. Basic Information

Full Name		Company	
Address		RMA No.	
City, State, Zip		Invoice No.	

III. Returns & Exchanges

Please fill out the information below for items to be returned/exchanged.

Item No.	Size	Quantity	Return Code*	Remarks/Comments
Return Codes				
A. Item(s) too small/short		B. Incorrect Item(s)		C. Item(s) not as pictured
D. Item(s) too large/long		E. Item(s) damaged		F. Other (Please specify reason below)

*Leave blank if you are exchanging item(s).