

Exchange Policy - Parade Kit Items

We are allowing Exchanges on Parade Kit Items. Please take care when making your order as No Refunds are allowed.

To exchange, the customer is responsible for shipping costs for return and reshipment. Once an item is returned, the customer will receive an invoice for \$15.00 which covers the cost of shipping and handling for the new item(s).

Exchanges need to be initiated 30 days from receipt.

Exchange Process:

- Complete two Exchange Forms (one online and second is a hardcopy) including daytime telephone number and email address.
- Package your return item in the original product box or packaging if available. You may also pack your return item in a well-padded envelope or box to prevent damage in transit.
- Mail your return item via the carrier of your choice (USPS, UPS, FedEx, DHL, etc.). We recommend that you keep copies of all paperwork in the event the package is lost or damaged in shipment.

Note: USAT Store is not responsible for lost/misdirected/stolen/damaged packages.

To initiate an Exchange:

- 1) Let us know to expect your Exchange by completing this quick form online. https://forms.gle/3oq2LNYnWqc88fHCA
- 2) Include the hard copy of the Exchange Form in the package you send back.

Our Customer Service Hours are:

Business Hours: Mon - Fri 12pm - 6pm (CST)

- It takes up to 7 business days to process exchanges upon receipt of the return package.
- All shipping costs are NON-REFUNDABLE.
- If you have any questions about returns, please contact our Customer Service Team at usatstore@playtri.com.

Once an item is returned, the customer will receive an invoice for \$15.00 which covers the cost of shipment and handling for the new item(s). The new item(s) will be shipped once the invoice is paid.

PLAYTRI				
ATTN: USAT STORE PARADE KIT				
3924 Dalgreen Circle	е			
Dallas, TX 75214				
Exchange Form				
Please write legibly:				
Name:				
Daytime Phone:				
Email Address:				
Address to ship exchange (write clearly to ensure correct delivery):				
What is the Order #:				
SKU or item description	Qty	Size returned	New Size Needed	Reason Code

Reason Code for returning:

1. Ordered Incorrect Product or Size

Parade Kit Exchanges should be shipped to:

- 2. Company shipped wrong product or size
- 3. Product was defective or damaged
- 4. Other (please specify)