



# RETURN / EXCHANGE FORM

## 30 DAY GUARANTEE

Active Edge™, strongly believes in the quality of our products. We want you to be 100 percent satisfied. Check your gear out once it arrives and if this is not the case, please contact our customer service team and we will make it right. We gladly accept exchanges or returns of merchandise within 30 days of receiving your purchase. Proof of Purchase is required for reimbursement of the purchase price. ***In all cases, refunds will be made in the form of the original payment.***

## RETURN /EXCHANGE INFORMATION

**Service Requested:**

\_\_\_\_\_ Return (for a refund)  
\_\_\_\_\_ Exchange

**Reason for Return/Exchange:**

\_\_\_\_\_ Wrong Size Ordered  
\_\_\_\_\_ Wrong Item Ordered / Received  
\_\_\_\_\_ Damaged/Defective Item  
\_\_\_\_\_ Other (Please state reason below):

## CUSTOMER INFORMATION

Order# \_\_\_\_\_ Date: \_\_\_\_\_  
Customer Name: \_\_\_\_\_  
Shipping Address: \_\_\_\_\_  
City, State, Zip \_\_\_\_\_  
Phone Number: \_\_\_\_\_  
Email Address: \_\_\_\_\_

## PRODUCT EXCHANGE INFORMATION

New Product Requested:  Shirt  Bracelet  Anklet  Necklace  Dog Collar  
Exchange Size Requested: \_\_\_\_\_  
Exchange Color Requested: \_\_\_\_\_  
Special Instructions: \_\_\_\_\_

Please complete the above form in its entirety and return with a copy of your original packing slip/receipt in a securely sealed package. We suggest keeping a copy of all forms for your records.

**\*\*For your protection, we advise all customers obtain a tracking number and/or insurance on all packages. We are not responsible for any packages lost in transit.**

Please Note: Shipping & handling charges are non-refundable. Please send in a check or cash for product exchanges that have a different price.

All returns and exchanges must be shipped to:

**TOUGH GEAR INC.**  
Attn: Active Edge Returns/Exchanges  
830-13 A1A North, #505  
Ponte Vedra Beach, FL 32082