



## RETURN POLICY

**At HDS MEDALLION® we take great pride in the quality of our materials and the craftsmanship of our bags. Your satisfaction is guaranteed. If within 30 days, you are not completely satisfied, please return the item in good condition for an exchange or for a refund of the merchandise's price (excluding shipping).**

We would appreciate your using the return address and form included in your shipment. It is important to us to know the reason you are returning the bag, so please indicate the reason on the form included in your shipment. If the form is not available, please use the form on the next page or email us at [service@hdsmedallion.com](mailto:service@hdsmedallion.com), or submit a request on the contact us page of our website, [www.hdsmedallion.com](http://www.hdsmedallion.com) or call us 1-877-646-1941 and we'll get one to you by email or by mail.

**Exchanges:** If you wish to exchange one bag for another, just let us know on the form which bag you wish to receive. If it is available, we will process the exchange in a timely fashion once we receive your original bag in good condition. If there is a difference in the bags' prices, we will refund the difference to you when the new bag is lower in price and charge you for the difference if it is greater than the original purchase price (minus shipping of course). You will be responsible for additional shipping charges. Any refunds or additional charges will be processed in a timely fashion.

**Incorrect Merchandise:** must be returned immediately. The bag must be unused, in new condition and should contain the original tags. Contact us via email or phone if you have received an incorrect item. If we did not fulfill your order correctly, we will replace it with the correct item immediately at no charge to you upon receipt of the incorrect bag and ship the correct bag to you at no charge. We will also reimburse you for the shipping charges to return the original bag to us. If the desired bag is unavailable, we will contact you to determine if another bag will meet your needs. If not, we will reimburse you for the cost of the bag (price plus taxes if any) as well as shipping and handling.

**Defective Merchandise:** Workmanship is guaranteed for 90 days and includes any issues with seams, decorative trim, pockets, hardware, etc. If an item is defective, we will gladly replace it at no charge to you including shipping. This guarantee does not cover damage to a bag due to machine washing, drying, or rips, tears or damage through use. Contact us so we can work this out with you. We will reimburse you for the shipping charges to return the defective bag upon receipt of the bag. If you do not wish to have the item replaced, just return it and we will refund all charges including shipping.

**Returned Gifts:** If you return a gift within 30 days, you can exchange it for another bag (see exchange above) or we will refund the cost of the bag to the person who originally purchased the bag for you.

### **HDS Contact Information:**

**HDS MEDALLION® CUSTOMER SERVICE**  
[www.hdsmedallion.com](http://www.hdsmedallion.com) (Contact Us Page)  
[service@hdsmedallion.com](mailto:service@hdsmedallion.com) (Email)  
1.877.646.1941 (Phone)



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### HOW TO RETURN AN ITEM:

1. Once you have determined the item is eligible for return, please indicate the reason for the return and the action that should be taken in the return section of the form included in your shipment. If that form is not available, use this one. Return and Action codes are listed below.
2. Repack the bag in the original packing materials if available and enclose the return form. If packaging is not available, please put the bag in a sturdy box and mail to:

**HDS MEDALLION® Returns**  
**c/o Lynx Fulfillment LLC**  
**243 Root St., Dock 2**  
**Olean, NY 14760**

3. Affix a label to your package reflecting the correct address (see above) and send your return to us via the carrier of your choice.

### RETURN REASON CODES

<p style="text-align: center;"><b>Satisfaction</b></p> <p><b>G</b> – gift not wanted/needed</p> <p><b>N</b> – item not as depicted on site</p> <p><b>W</b> – ordered wrong item</p> <p><b>C</b> – changed my mind</p> <p><b>CO</b> – did not like the bag and/or color</p> <p><b>D</b> – did not work on my device</p> <p><b>R</b> – recipient no longer needs bag</p>	<p style="text-align: center;"><b>Quality</b></p> <p><b>DS</b> – damaged in shipping</p> <p><b>DF</b> – defective item – please explain what is wrong</p> <p><b>P</b> – poor quality sewing</p> <p><b>FQ</b> – did not like quality of fabric</p> <p><b>QO</b> – other quality reason – please explain:</p>	<p style="text-align: center;"><b>Service/Shipping</b></p> <p><b>WM</b> – wrong merchandise shipped</p> <p><b>SH</b> – shipping problems or shipping charges</p> <p><b>CU</b> – communication inadequate</p> <p><b>SO</b> – other service or shipping – please explain</p>
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### ACTION CODES

**RP** – replace with same item  
**EX** – exchange with another bag  
*Please indicate bag desired by item # and name/description.*  
**RF** –refund purchase

**Please complete the following information and enclose it with your returned bag(s)**

**Name:** \_\_\_\_\_ **Email** \_\_\_\_\_

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

**City, State, Zip Code:** \_\_\_\_\_ **Phone #:** (\_\_\_\_) \_\_\_\_\_

### RETURNED BAG(S)

<u>SKU #</u>	<u>DESCRIPTION</u>	<u>PRICE</u>	<u>RETURN REASON CODE</u>	<u>DESIRED ACTION CODE</u>

#### EXCHANGE: DESIRED BAG

#### IF GIFT RETURNED, ACTION DESIRED

<u>SKU #</u>	<u>DESCRIPTION</u>	<u>PRICE</u>	<u>Refund Original Buyer</u>	<u>Yes</u>	<u>No</u>
			<u>Exchange Bag</u>	<u>Yes</u>	<u>No</u>
			←	<i>Circle Yes or No</i>	

If you wish to exchange a gift bag for another, please complete the **EXCHANGE SECTION**.