

RETURN FORM

Please follow these instructions to return your online order. We do not accept returns for purchases made in store.

*If your order was filled incorrectly or the product received was damaged please call us at 1-877-257-4916. Please include your order number with your inquiry.

*Please note all returns must be sent by mail. We will not process any returns in person.

For all other returns please see below:

STEP 1: DOWNLOAD, PRINT & COMPLETE THE RETURN FORM

- NOTE: You have 30 days from receipt of an order to return products purchased at OntarioReignShop.com.
- For returns, we will issue a full refund for the price of the product, plus any applicable taxes.
- Original shipping charges will not be refunded unless there was a fulfillment error by OntarioReignShop.com.

STEP 2: ENCLOSE A COPY OF THE PACKING SLIP AND THE RETURN FORM WITH YOUR ITEM.

- If you do not have a copy of the packing slip please contact us at 1-877-257-4916 or <http://www.ontarioreignshop.com/pages/contact-us>.

STEP 3: SEND YOUR PACKAGE ADDRESSED TO:

OntarioReignShop.com
1817 S. Soto St.
Los Angeles, CA 90023

- Please return your package and Return Form via a prepaid, insured, traceable method to ensure a safe and documented delivery.
- Allow one to two billing cycles for the credit to appear on your statement. Refunds are issued to the original card used to make the purchase.
- Please see the Return Policies below before sending out your package.

*Once we have received your package at our fulfillment center please allow us 3-5 business days to get your return processed.

RETURN POLICIES:

Merchandise purchased from OntarioReignShop.com:

- Worn or damaged merchandise is non-returnable. If the merchandise was damaged during shipment please contact us at <http://www.ontarioreignshop.com/pages/contact-us> or call 1-877-257-4916.
- If you would like to return an item, OntarioReignShop.com is not responsible for any additional shipping fees unless your gear was damaged or defective.
- Items purchased online from OntarioReignShop.com cannot be returned or exchanged in store. These items must be returned online.
- All custom merchandise may not be returned.

CUSTOM ORDERS

- Custom merchandise may not be returned unless the item is defective or the order was fulfilled incorrectly.

Once we have received your package at our fulfillment center please allow us 3-5 business days to get your return processed. If you would like a different item, please place a new order directly on the website.

RETURN FORM

STEP 1 PLEASE FILL OUT INFORMATION BELOW

Customer Name: _____ Order Number: _____

BILLING INFORMATION

Name: _____ Email: _____

Address: _____ City: _____ State: _____ Zip: _____

Daytime Phone: _____ Evening: _____

PLEASE REFUND TO MY (CHECK ONE)

VISA AMERICAN EXPRESS DISCOVER MASTER CARD PAYPAL

CC#: _____ Expiration Date: _____

Signature: _____

STEP 2

WHAT I AM SENDING BACK

UPC	Product	Qty	Size	Color	Reason

REASONS FOR SENDING BACK:

- 1. Ordered Wrong Size
- 2. Poor Fit
- 3. Workmanship/Quality
- 4. Received Damaged
- 5. Arrived Too Late
- 6. Wrong Item Shipped
- 7. Style Not As Expected
- 8. Color Not As Expected
- 9. Not As Described
- 10. Changed Mind
- 11. Returning Gift

PLEASE CHECK ONE OF THE FOLLOWING ACTIONS:

REFUND MY ORDER
Note: We do not offer exchanges. If you would like a different item, please place a new order directly on the website. Shipping will not be refunded.

RETURN DAMAGED OR INCORRECT ITEM
I am returning an item I received damaged or incorrectly. Please contact Customer Service before returning your merchandise.