



Returns & Exchanges

Here at Polarmax® our goal is simple – offer 100% customer satisfaction, 100% of the time. If our product does not live up to your expectations - we're here to help. Within 30 calendar days from the date you received your order, fill out the table below and place it in the original packaging along with the item(s) being returned. To be eligible for a return, your item must be unused and in the same condition that you received it. Your item(s) must be in the original packaging with the included return label attached to the outside of the package, clearly visible. Contact UPS/FedEx for a scheduled pickup or drop off at your nearest UPS/FedEx box. If you choose to use a carrier of your choice, we will not be responsible for freight charges. In any event, we recommend that you use a shipper that provides a tracking number and keep that number for your personal records. For exchanges, please return your item and place a new order for your desired product.

Refunds

If your return is approved, we will initiate a refund to your credit card (or original method of payment). You will receive the credit within a certain amount of days, depending on your card issuer's policies, and at that time you will receive notification of the refund.

Style Number	Color	Size	Quantity

Circle Reason(s) for Returning:

- 1. Damaged (Please explain below)
- 4. Ordered the Wrong Item (Please explain below)
- 7. Returning a Gift
- 2. Fit/Sizing – Too Small (Please explain below)
- 5. Wrong Products Shipped/Received (Please explain below)
- 8. No Longer Want the Product
- 3. Fit/Sizing – Too Large (Please explain below)
- 6. Item Not as Pictured (Please explain below)

Explanation/Suggestions: _____

Please Return Your Polarmax® to:

565 Air Tool Drive, Suite K
Southern Pines NC 28387

If you have any questions/comments/concerns, or you just want to talk to our excellent customer service dept. feel free to contact us at:

Tel: (800) 552-8585
info@polarmax.com

