



Customer (RMA) Return Materials Authorization and Instructions:

RMA#: _____
(returns received without an RMA will not be processed for return or exchange, call 800-288-4280)

Troxel Ref Number: _____ (located top right corner of packing list)

Customer Details			
Contact:	_____	Phone:	_____
Address:	_____		
City	_____	State	_____ Zip _____

Return Items			
Product Name	Size	Qty	Reason for Return

Exchange Items			
Product Name	Color	Size	Qty

Returns and Exchanges:

- Return and exchange policy lasts 30 days from date of purchase. If 30 days have gone by since your purchase, unfortunately we cannot offer a refund or exchange.
- All products must be returned to our warehouse in new, unused condition and in the original packaging that you received it in with hangtags still attached.
- Shipping costs are non-refundable.
- Please do not put any tape or shipping labels directly on packaging. There is a restocking fee if product or packaging is not in sellable condition.
- Be sure you have a RMA and mark it clearly on the outside of the box. Mail product to:

Troxel, 7540 CR 201, Millersburg, Ohio 44654

Refunds:

- Once your return is received and inspected, Troxel will send you an email confirmation of receipt. Once your return is approved, then your refund will be processed to the original tender. This refund, less any shipping charges, may take up to 2 weeks to be applied once your return is received.
- If an item is returned in less than new condition, Troxel reserves the right to offer store credit in lieu of a refund.

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