

Victory Lane BBQ Return Policy

Buyer has 30 days from the delivery date to return any item.

Wrong Order or Damaged Goods

You must FIRST notify VLBBQ immediately by email at customerservice@victorylanebbq.com. You will be emailed back with a Return Authorization Number (RAN#). Please ship the product(s) back via US Mail with a copy of the shipping receipt to receive a refund for the return shipping. A full credit or exchange of merchandise will be issued for the wrong or damaged good(s). Please fill out the bottom of this page and enclose it with the returned good(s) to the address below.

Dissatisfied with Product

We want our customers to be 100% satisfied with their purchase. If you are not, simply send us an email to customerservice@victorylanebbq.com to receive your Return Authorization Number (RAN#). Then return the product(s) with this form filled out to the address below. A credit will be issued once the product(s) is returned. We apologize if the product(s) do not meet your satisfaction, but return shipping charges cannot be refunded or credited.

RETURN FORM

Return Authorization Number (RAN#) _____

Reason for Return: (Please check one)

Not Satisfied (Please comment below)

Wrong Item

Damaged Item

Please:

Credit My Account

Exchange for Merchandise:

Item _____ Size _____

Item _____ Size _____

Item _____ Size _____

Name: _____ Order# _____

Shipping Address: _____

Order Date: _____ Email Address: _____

Comments: _____

Print out this form and return it with item(s) to:

Victory Lane BBQ
Attn: Returns Dept.
3240 Summer Avenue Suite 210
Memphis, TN 38122

To speak with a customer service representative: (901) 202-8888 10 a.m. - 3 p.m. CST (Mon-Fri)