



## **RETURN AND EXCHANGE INSTRUCTIONS:**

Thank you for your purchase. We appreciate the opportunity to provide you with high-quality products and excellent customer service. If your purchase does not meet your expectations, we make exchanges and returns easy!

**1.** Please complete the Return Form on the next page. Returns or exchanges that do not accompany the fully completed and signed copy of this form will not be accepted or processed. If you wish to exchange a product, please be sure to list the items you are requesting.

**2.** Return your product in a box, bag, or carton that protects the merchandise, or wrap it well within the original packaging. Please be sure to seal the package.

**3.** Please use the following address for your returns:

Xpand Inc.  
291 Edgeley Blvd (Unit 8)  
Concord, Ontario  
L4K 3Z4  
Canada

**4.** We suggest that you ship your package with tracking via your preferred carrier. We cannot accept responsibility for undelivered packages.

**ORDER NUMBER:** \_\_\_\_\_

(Your order numbers can be found in your order confirmation email or your packing slip.)

RETURN			ITEMS REQUESTED (EXCHANGE)		
Color*	Quantity	Reason for Return Code**	Color*	Quantity	Product Description (Flat/Round)

\* Color codes and names can be found at the back of the lace packaging on the lower right hand corner.

\*\* Please select the corresponding codes from the table below.

REASON FOR RETURN/EXCHANGE CODES	
Code	Description
001	Lace color does not match shoes
002	Wrong items sent
003	Frayed laces
004	Missing or defective accessories
005	Laces not as described
006	Other: _____

**TERMS AND CONDITIONS:**

Initial shipping costs are non-refundable.

Partial refunds on initial orders that took advantage of free shipping, bundle discounts and/or promo code discounts will be recalculated based on the total number of laces kept. The difference between the adjusted total and the initial total will be the amount eligible for refund in accordance to Xpand’s “Refund Calculation Policy.”

Returns within the 90 day guarantee period must include all laces, accessory components and sent back in the original packaging. Returns over 90 days must be unused, in original packaging and in the same condition that you received it or they will not be eligible for a refund.

All exchanges must be unused, in original packaging and in the same condition that you received it or they will not be eligible for an exchange.

Customer is responsible for paying shipping costs of items that are to be refunded or exchanged.

Re-shipping fees for an exchange request will be the responsibility of the customer.

We will only process exchanges and refunds for laces that are part of your initial order.

All returned items for the purpose of refund or exchange will be received and inspected as part of our 15 business day processing timeframe.

I understand and agree to the terms and conditions.

NAME: \_\_\_\_\_ EMAIL: \_\_\_\_\_

ADDRESS: \_\_\_\_\_ SIGNATURE: \_\_\_\_\_