



Nistevo Sport MFG
2750 Williamson Pl NW
Suite 148
DuPont, WA 98327
tel: 253.301.3460
e-mail: info@AtomSkates.com
www.AtomSkates.com

Exchange/Return Merchandise Authorization Form

Dear Customer,

Thank you for purchasing skate products from Nistevo Sport MFG (Luigino, Jackson, Atom Wheels, Bionic Bearings and Atom Protective Gear). We regret that you have experienced some problems. We are committed to your satisfaction and will happily process your return/exchange accordingly to our policies, but please follow our procedures. To exchange the item, please follow the steps below:

1. To ensure that you are properly credited, obtain Return/Exchange Merchandise Authorization Number (RMA#) by sending an e-mail to info@AtomSkates.com. You must have the RMA# before any exchanges are accepted by Nistevo. No exchanges are accepted without an RMA number.
2. **Pack the product/s securely** using original packing material. Remember, this is still your property and therefore, we will not be responsible for any shipping damage.
3. Write the Return Merchandise Authorization Number on each package returned.
4. Include the following information on our separate [Return/Exchange Work Sheet](#).
 - a. Return Merchandise Authorization Number.
 - b. Your Name, shipping address, and daytime telephone number.
 - c. Model and description of the product(s) you want to exchange for.
 - d. Description of the problem(s) – **please, be specific**.
 - e. Proof of Purchase (copy of your invoice, email, or your packing slip) – must indicate purchase date.
5. **Use UPS, FedEx or US Postal Service.** Include tracking number to ship the package(s) to the following address:
Returns
Nistevo Sport MFG
RMA # _____
2750 Williamson Pl NW Suite 148
DuPont, WA 98327 USA
6. The shipment must be prepaid and insured. We will not accept "freight collect" shipments.
7. Fax or e-mail a copy of this form completed to info@AtomSkates.com and include the tracking number of the package(s) with returned goods.

Exchanges are processed within 10 days of receipt, and refunds are credited or mailed within 2 weeks of processing. A 10% restocking fee is applied to cover our return processing, credit card fees, packing, shipping, and other restocking expenses, unless an error is made on our part. Shipping charges are not refundable. A higher restocking fee will be charged for any damage done to the items or if the items are returned in not-as-new condition.

Best Regards,
Nistevo Sport MFG



Return/Exchange Work Sheet

ALL RETURNS SHIPPED TO: 2750 Williamson PI NW Suite 148 DuPont, WA 98327

RMA # _____

Shipping Company: _____

Shipping Tracking Number: _____

Daytime Phone: _____

Evening Phone: _____

Email Address: _____

Model Number or description of returned product (s): _____

Model or description of product (s) you want in exchange: _____

Description of problems: _____

Attach Proof of Purchase (copy of your invoice email or your packing slip) –
Please indicate date of purchase.

Name: _____ Address _____

City _____ State _____ Zip _____

Payment method for balance owing on exchanges only: Check appropriate box. Personal Check Money Order Credit Card

Credit Card Number _____ Expiration Date _____

Print Name as it appears on card _____

Billing Address: _____

City _____ State _____ Zip _____

Do you need expedited return shipping: Yes No

If yes, when is the latest date you wish to receive? _____

Do you authorize Nistevo Sport Mfg to charge your card for expedited shipping fees? Yes No

Signature (Required) _____

All information will remain confidential and is used for the sole purpose of return/exchange authorization.

