



RETURN 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 returns easy!

1. Please complete the Return Form on the next page. Returns that do not accompany the fully completed and signed copy of this form will not be accepted or processed.
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		
Quantity	Item	Reason for Return Code*
	3-PACK LACE ANCHORS® 2.0	
	6-PACK LACE ANCHORS® 2.0	
	9-PACK LACE ANCHORS® 2.0	

* Please select the corresponding codes from the table below.

REASON FOR RETURN CODES	
Code	Description
001	Not suitable for given shoes
002	Wrong items sent
003	Wrong items ordered
004	Missing or defective accessories
005	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 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.

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

We will only process refunds for items that are part of your initial order.

All returned items for the purpose of refund 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: _____