

**\*\*\* For defective or mis-shipped items, please call Customer Service at 1-800-876-8858 to determine the course of action that will be taken. \*\*\***

1. To receive either an exchange or a refund, please note that all returns and exchanges must be in new, unused or unworn condition with the original tags and stickers attached. Items deemed worn, used, dirty or missing tags will be returned to customer at their expense and no refund will be issued. Returned shoes must be in **STORE BOUGHT CONDITION** in the original shoe box. The Return Label must be applied to the shipping box and **NOT** the shoe box or no refund will be issued.
2. Completely fill out the billing and shipping information on the form found on page two. Tell us what you would like us to do. Check 'Refund purchase price' box or 'Send the replacement order' box. Please list item(s) being returned. Also, please list the reason code why you are returning the item. If this is an exchange, please fill out the 'Exchanging for' portion of the form below.
3. Pack the merchandise securely. Enclose form found on page two along with a copy of your original invoice. Write the Invoice # on the return label. Cut out the RETURN LABEL. Secure label to the package; protect it with clear tape. (Be sure to cover original shipping label).
4. We recommend returning packages to MVW via U.S. Post Office insured or via UPS. **YOU ARE RESPONSIBLE FOR RETURN SHIPPING CHARGES.** We will not accept responsibility for lost packages. Retain your insurance (or UPS) receipt. COD or collect packages will not be accepted.
5. Processing time for all returns may take up to 5 days (this does not include shipping time).

## RETURNS-EXCHANGES-DISCREPANCIES

If for any reason you decide not to keep a product, you may return it to us unused, in original packaging, within one week for a refund. Returns after this time may be refused or subject to a restocking fee. Any packing discrepancies must be reported within 15 days of invoice date. All returns must be shipped back to MVW via U.S. Post Office insured or via UPS. Special orders, "size XS", and "size XXL" may be subject to a 20% restocking charge. No silk-screened or embroidered merchandise can be returned unless defective (dye lot differences are NOT considered defective). Please examine your merchandise prior to printing or embroidery. DVD'S and software are NOT returnable or exchangeable unless defective. Defective DVD'S or software will be exchanged for the same title only. Defective merchandise will be refunded or replaced if returned within 30 days of purchase. Engraved or personalized items are not returnable. Customer must provide Midwest Volleyball Warehouse with the invoice number and billing address. Customer agrees to not withhold payment pending settlement of any claim. A 15% restocking fee may be charged for refused or cancelled shipments.

## RETURN LABEL

INVOICE # \_\_\_\_\_



1-800-876-8858

[www.midwestvolleyball.com](http://www.midwestvolleyball.com)

**RETURNS DEPARTMENT**  
14050 JUDICIAL ROAD  
BURNSVILLE, MN 55337

Billing Name \_\_\_\_\_ Customer Account Number \_\_\_\_\_  
(Located in left corner of invoice)

School (if applicable) \_\_\_\_\_ Billing Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_ Daytime Phone # \_\_\_\_\_

Please provide Shipping Address if different from Billing Address

Shipping Contact Name \_\_\_\_\_

School (if applicable) \_\_\_\_\_ Shipping Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_ Daytime Phone # \_\_\_\_\_

**WHAT WOULD YOU LIKE US TO DO?**

**NOTE: \*CUSTOMIZED, PRINTED or PERSONALIZED ITEMS ARE NOT RETURNABLE**

- Refund purchase price of item(s)
- Send the replacement order listed below.

**\* PLEASE INCLUDE A COPY OF YOUR ORIGINAL INVOICE**

**REASON CODES**

- A. Didn't like or want.
- B. Didn't fit
- C. Broken/damaged
- D. Other (please fill in comment line)

Check one if the exchange item(s) price is greater than item(s) returned:

- Enclosed is an additional check.
- Charge my account:  VISA  MASTERCARD  DISCOVER

Acct. No. \_\_\_\_\_ Exp. Date \_\_\_\_\_ Signature \_\_\_\_\_

**ITEMS BEING RETURNED:** Enter all information:

QTY.	STOCK NUMBER	COLOR	SIZE	REASON CODE	PRODUCT DESCRIPTION	PRICE

**EXCHANGING FOR:** Please send me the following.

QTY.	STOCK NUMBER	COLOR	SIZE	PAGE NUMBER	PRODUCT DESCRIPTION	PRICE

COMMENTS: \_\_\_\_\_



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