



MINUS33 - RETURNS AND EXCHANGES FORM

MERINO WOOL CLOTHING AND ACCESSORIES

22 Mill Street P.O. Box 515
Ashland, New Hampshire 03217-0515

P: 603-968-3351 • 1-855-MINUS33 • 1-855-646-8733 • F: 603-968-7649

RETURN POLICY

Size, Color, or Style Exchanges

Unwashed, unworn items may be returned within 30 days of purchase with a receipt. Please return your Minus33 to the same retailer you purchased from when possible. Unwashed, unworn items without a receipt can only be exchanged for an item of equal value. Style exchanges may be subject to current price differences.

For complete info, please visit minus33.com/return.

1 Year Warranty

Minus33, a division of L. W. Packard Company, Inc. warrants our product to be free of material and manufacturing defects for one year from the date of purchase. Normal wear and tear, negligence, and insect damage is not covered by the warranty. If you suspect your purchase is eligible for a warranty claim, please contact us immediately so we can inspect the item and issue a replacement.

RETURN INSTRUCTIONS

1. AUTHORIZE.

Complete page 2 of this form. Use the RA# provided to you by Minus33, or call or email info@minus33.com if you did not receive one. Be sure to indicate the reason(s) for your return, or if you would like to exchange or replace the item.

2. PACKAGE.

Include all products to be returned or exchanged, a copy of your dated sales receipt, and the completed Return Form and #. If possible, please include original packaging and tags. For non-defective returns/exchanges goods must be in salable condition. An item returned for warranty must not show signs of abuse, neglect, or misuse.

3. SHIP.

You can cut off the bottom section of this page and affix to your package with clear tape. We recommend selecting a trackable shipping method and keeping the tracking information for your records until the return is complete. You are responsible for all freight charges to return product to us. However, you will be credited for shipping if the product was deemed damaged or defective, or if we made a mistake. All returns must be postmarked within 15 days of return authorization.

Return and Exchange Notes:

All non-warranty returns/exchanges must be completed within 30 days of purchase and product must be returned in unused condition. Refunds/exchanges will take approximately 1-2 weeks. Shipping charges are not refundable. We do not accept COD deliveries. Your credit card account will be credited for the purchase amount on your following statement, depending on the issuing bank or billing cycle. If possible, use the original shipping package for returns and exchanges. If you have any questions, call us 9am - 5pm EST Monday through Friday at 603-968-3351.



CUSTOMER RETURN

Return Address:

RA#:



MERINO WOOL

MINUS33 - ATTN: RETURNS
22 MILL STREET P.O. BOX 515
ASHLAND, NEW HAMPSHIRE
03217-0515



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CONTACT INFORMATION

Name: _____ Mailing Address: _____

Phone: _____

Email: _____ City: _____ State: _____ Zip: _____

PURCHASE INFORMATION Received as Gift

Order Number: _____ RA#: _____ Today's Date: _____

Purchase Date: _____ Purchased From: _____

RETURN DETAILS (The items you will be returning. If over 5 items, print a second form.)

Item SKU#	Item Name or Description	Return Reason(s) (See Below)	Color	Size	Qty	Unit Price	Total Price

Return Reasons

- A. Too Big
- B. Too Small
- C. General Fit Issue (Describe)
- D. Warranty Claim (Describe)
- E. Not Satisfied with Style
- F. Not Satisfied with Color
- G. Ordering Mistake
- H. Shipping Mistake
- I. Gift Exchange
- J. Changed Mind
- K. Other (Describe)

Comments: _____

EXCHANGE DETAILS (New items you would like to request.)

Item SKU#	Item Name or Description	Color	Size	Qty

If there is an upcharge on the exchange,
 Please call me for authorization/payment.
 I agree to pay. Use payment below:
 Card Type: _____
 Name on Card: _____
 Card #: _____
 Expiration Date: ____ / ____ CVV: _____
 Billing Address: _____

Any exchanges for lesser priced items than original purchase will be refunded to the card provided from original purchase.

Signature: _____