



# Hockey Fulfillment Center

## Your Satisfaction is Our #1 Concern.

We want you to be completely satisfied with your purchase. New, unused merchandise may be returned or exchanged within 30 days from the date of purchase. Simply follow these 3 easy steps to return your product. Please note that all returns are subject to our return policy (including any shipping charges), which can be found on the website on which you placed your order. We will process your refund within 7 days of receipt.

### There is no need to call us first

**Step #1:** Fill out this form with your name and address, as well as "return" or "exchange" information. Be sure to include your order number, which can be found on the shipping label or in your confirmation e-mail.

**Step #2:** Place the product and this form in the shipping box. Be sure that the product is in an unused, resalable condition. Put the label on the shipping box.

**Step #3:** Send the package back by UPS, FedEx Ground, or by Mail. All returns must be shipped so that the original product packaging (including skate boxes) is placed within a shipping box. For your protection, insure the package for all its value. Please keep your shipping receipt until you have received credit for your return. [Note: Please allow up to two billing cycles for returned credit to appear on your statement.]

### International Customers Only

International Customers must first request and receive a Return Merchandise Authorization Number and Shipping Authorization by our Hockey Fulfillment Customer Service Department before any purchased product that is defective or shipped incorrectly can be returned. We are unable to credit return shipping fees for any item returned to us without authorization. To receive a return authorization, please contact Customer Service at [international@hockeyfulfillment.com](mailto:international@hockeyfulfillment.com) or call 214-269-5737.

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## It's that easy!

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Name: \_\_\_\_\_

Phone #: \_\_\_\_\_

Order #: \_\_\_\_\_

### RETURN

- Credit my Card
- Send Check

**OR**

### EXCHANGE

Please Exchange This Item For:

Model: \_\_\_\_\_

Description: \_\_\_\_\_

Size: \_\_\_\_\_

Color: \_\_\_\_\_

***(any additional difference in price plus shipping will be charged to the original credit card)***

### REASON FOR RETURN?

- Damaged/Defective  
Please Explain: \_\_\_\_\_
- Wrong Item
- Changed Mind
- Wrong Size

Please note: if your selection is out of stock we will call to inform you.

Name: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_

Zip Code: \_\_\_\_\_

Order #: \_\_\_\_\_

**Hockey Fulfillment Center  
517 East Katella  
Anaheim, CA 92805**

**Use this label for exchange/return**