

# RETURN AND EXCHANGE INSTRUCTIONS

Thank you for your purchase. We appreciate the opportunity to provide you with high quality products. Transit time for your return to reach us is approximately 14 calendar days. For your convenience, if you have any questions or to request a convenient and easy to use SmartLabel, please call our Customer Service Department at 1.800.863.8932.

NOTE: SmartLabel is a pre-paid, pre-addressed return label. You pay nothing up front. We will deduct \$6.99 from your refund or exchange. Easy drop-off at any US mail location. A prepaid SmartLabel is for US Domestic returns only (excluding Alaska and Hawaii and APO/FPO addresses).

If you wish to return a product that you have purchased, please follow the instructions listed below:

1. Please complete the Return Form below. If you wish to exchange a product, don't forget to list the items you are requesting.
2. Return your product in box, bag or carton that protects the merchandise, or wrap it well within its original container. Make certain to tape or seal the carton, or bag securely.  
**Address the package to:** RETURN/EXCHANGE DEPARTMENT  
 Footaction.com  
 500 72ND AVE. N.  
 WAUSAU, WI 54401
3. Please ship your package insured and prepaid via U.S. mail or UPS. (We cannot accept responsibility for uninsured packages returned through the U.S. Postal Service.)
4. We will send any merchandise you request in exchange U.S. mail or UPS, unless you indicate otherwise. Enclose additional funds to cover the cost of any upgraded shipping method. (Express Delivery \$11.99/Next Day Air \$24.99)
5. Shipping rates are for packing, insurance and delivery. These charges are not refundable. However, if you choose to exchange any item(s), you will not be charged additional shipping and handling.

## RETURN FORM

To enable us to improve the products and service we offer you in the future, please indicate your reason(s) for returning the merchandise in the reason code section on the form below, using the return codes provided. This information will also help us to process your return more efficiently.

### RETURN CODES

SIZE/FIT		PREFERENCE/CHOICE		SERVICE/QUALITY		SCREEN PRINTING & EMBROIDERY	
TB	Too Big/Long	WO	I ordered the wrong item	WI	Wrong item shipped	PQ	Printing Quality
TS	Too Small/Short	U	Unwanted/Changed my mind	WD	Item not as described/pictured	EQ	Embroidery Quality
				DQ	Defective/Damaged/Poor quality	PC	Wrong Ink/Thread Color
						PS	Misspelled Words
						PA	Wrong Art/Graphic
						PW	Didn't Hold Up

### ITEMS RETURNED

Reason Code	Product Number or Description	Size	Color
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____

### ITEMS REQUESTED (Exchange)

(If you have already reordered by phone, do not list products again here.)

Quantity	Product Number or Description	Size	Color
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____

Please allow up to two (2) billing cycles for returned credit to appear on your credit card statement.

Action Step Requested:     Exchange     Exchange Already Placed     Refund     Credit to Credit Card

If we are unable to supply the items you are requesting in exchange, should we:     Back order the Merchandise     Refund

Your Daytime Phone Number \_\_\_\_\_ Your Evening Phone Number \_\_\_\_\_

If you are returning a gift, please write the giver's name, address, and order number if available here:

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