

BoomBox™ Return/Exchange Form

IS THERE A DEADLINE FOR RETURNING SOMETHING FOR REFUND OR EXCHANGE? Yes, items must be received by us within 15 days of the date of purchase for shipments in the United States and 45 days for shipments outside the United States.

Rejected returns will be sent back to you at your cost and will be charged to the original payment source for the order.

WHERE SHOULD I SEND ITEMS I AM RETURNING OR EXCHANGING? If you are not using the postage pre-paid return label on the front of this form, your package should be addressed to: Returns Department, BoomBox™ Merchandising, Room 207, 1010 West 13th Avenue, Sheffield, Alabama 35660 Phone: (256) 335-6920

IS THERE A SPECIAL FEE FOR AN EXCHANGE? There is an exchange processing fee of \$5.00 if the items exchanged are not damaged or defective (determination of damage or defect will be at our sole discretion). This fee does not apply to returns.

I WANT TO RETURN OR EXCHANGE SOMETHING THAT WAS A GIFT, CAN I DO THAT? Yes. Any credit for the return will be applied to the original payment source. Alternatively, and at our sole discretion, if the Web store where the merchandise was purchased offers electronic gift certificates we may issue your credit in the form of an electronic certificate. For exchanges all normal exchange fees will apply.

WHAT IS NOT REFUNDABLE? Items that are washed or worn; Opened CDs, cassettes, videos, DVDs, or packaged non-wearables; Digital downloads; and Shipping & handling and gift wrapping charges.

WHAT FORM WILL MY REFUND TAKE? All refunds will be credited to the original payment source. If the original payment source is unavailable we reserve the right to issue an electronic gift certificate and transmit it to the e-mail address provided when the order was placed, or to issue a refund check to be mailed to the billing address provided on the order.

WHO PAYS FOR POSTAGE? Postage for returns/exchanges is paid by you. If you are returning damaged or defective merchandise we will pay the cost of return shipping after shipping back to us. Please **use the return label on the front of this form**. For all other returns/exchanges please use the return label on the front of this document. We will deduct the cost of return shipping from the amount of your refund.

The cost deducted will be \$5.95 for the first item and \$2.00 for each additional item. If we determine at our sole discretion that the merchandise you return is not eligible for return or exchange you authorize us to charge your original payment source the applicable return shipping charge.

ARE THERE REQUIREMENTS FOR HOW MY RETURN/EXCHANGE NEEDS TO BE SHIPPED BACK TO YOU? For any returned merchandise valued in excess of \$100.00 you must send the merchandise using a traceable and insured ship method. For your convenience you may arrange with our merchandise manager for a call tag to be sent to you for use in shipping the package via United Parcel Service (UPS), with the cost to be deducted from your refund. All other items can be sent by a method of your choice.

WHAT IF MY RETURN IS LOST IN THE MAIL? No refunds will be issued for items not received by our returns department – we recommend you use a traceable ship method to insure successful delivery. Please be aware that the return label on the front of this form is not a traceable ship method and is an additional feature at most shipping agencies.

IF THERE IS A PROBLEM WITH YOUR ORDER, PLEASE CONTACT US AT:
Phone: (256) 335-6920



Returns

Please complete Table A below, re-package the items you would like to return, and send them to the address on the return label on the front of this document.

Please use one of the following reason codes for each item returned:

B CHANGED MIND **C** JUST DIDN'T LIKE **D** WRONG ITEM SHIPPED **V** ARRIVED TOO LATE

E DEFECTIVE/DAMAGED (please describe) _____

Z OTHER (please describe) _____

Table A

Reason Code	Item Number	Item Description	Item Price	Line Total
Return Subtotal: \$				

New Shipping Address

Name: _____

Address: _____

City: _____

State: _____

Zip: _____

Exchanges

Exchanged merchandise will ship to the same address as the original order unless you specify a different ship-to address to the right:

Table B

Quantity	Item Number	Item Description	Item Price	Line Total

Exchange Subtotal: \$ _____

Exchange Subtotal Less Return Subtotal: \$ _____

Exchange Fee: + \$ 5.00 _____

TOTAL DUE: \$ _____

If your TOTAL DUE is a positive number please enclose a check payable to "BoomBox" for the balance. If you originally paid with a credit card and would like to charge the remaining balance on that card, or through Papal, please sign the authorization below.

If your TOTAL DUE is a negative number we will refund the balance to the original payment source. If the original payment source is not available we reserve the right to provide your refund in the form of an electronic gift certificate, or to issue a refund check to be mailed to the billing address provided on the order.

Authorized Signature: _____

* Please note that we can only charge the credit card or Papal account that was used on the original order

Mailing Instructions

1. Cut out the label and affix squarely onto the address side of the parcel, covering up any previous delivery address and barcode without overlapping any adjacent side.
2. If tape or similar material is used, it must not cover any part of the label where postage and fee information is to be recorded.
3. Remove any other addresses and barcodes on the outside of the parcel.
4. Purchase postage or additional insurance and tracking information.
5. Affix postage or apply different label.
6. If not at Post Office, take the parcel to a post office, drop it in a collection box, or give it to the postal carrier or desk clerk.



**AFFIX
POSTAGE
HERE**



MERCHANDISE RETURN LABEL

**BoomBox™ Merchandising
Room 207
1010 West 13th Avenue
Sheffield, AL 35660**

Check One:

Return Exchange