

When Your Orders Arrives...

Please review this packing slip. Check the status codes listed on the reverse side to explain any irregularities with your order. An item listed with status code "B" was not available to ship at the time your order was placed. It will be shipped automatically upon arrival to our warehouse — usually within 30 days.

KEEP THIS TICKET UNTIL YOU KNOW THAT A RETURN OR EXCHANGE WILL NOT BE NECESSARY, IN ORDER TO RECEIVE A CASH OR CREDIT CARD CREDIT. Items returned without a customer number and an order number will be given merchandise credit only (to be used for future purchase).

TO RETURN MERCHANDISE

If you are returning merchandise for an exchange or refund, please complete sections A, B and C of this form and include it with your returned item. Credit card refunds may take 1 or 2 billing cycles to appear on your statement. We do not charge for ground reshipment of apparel or accessory exchanges. You need to return the merchandise at your expense. All items with special shipping charges will need to include this amount for reshipment (check catalogue or web site for items with special shipping amount noted after cost). We will be unable to exchange grips or shoes which have been used on equipment, chalked up, finger holes sanded, inserts attached or altered in any way.

A. Item(s) Being Returned:	Item/Number Size	Qty	Description	Price
Please note: Non-defective merchandise that has been altered or worn, cannot be returned.				

B. Reason for Return	Satisfaction		Fit & Sizing	Service	Quality
Please let us know your reason for returning this item by placing a check mark ✓ next to the reason that best matches why you are making the return	10 <input type="checkbox"/> Returning a gift	13 <input type="checkbox"/> Didn't like material	16 <input type="checkbox"/> Too large	18 <input type="checkbox"/> Arrived too late	22 <input type="checkbox"/> Material defect
	11 <input type="checkbox"/> Changed mind	14 <input type="checkbox"/> Didn't like color	17 <input type="checkbox"/> Too small	19 <input type="checkbox"/> Wrong item shipped	23 <input type="checkbox"/> Seam defect
	12 <input type="checkbox"/> Didn't like styling	15 <input type="checkbox"/> Priced too high for item received		20 <input type="checkbox"/> Item not as described	24 <input type="checkbox"/> Part missing
			21 <input type="checkbox"/> Item not as pictured		

C. Please Exchange for the Following:	Item/Number Size	Qty	Description	Price

SATISFACTION GUARANTEE

We hope you are completely satisfied with your order. We sell only new items and guarantee them to be free of defects. We realize you need to actually see and try on an item to know if it is acceptable. Therefore, you may return any item within 30 days, UNUSED, according to instructions and we will gladly exchange the items. Some items returned for credit will be charged a 10% restocking fee. **UNDERGARMENTS MUST BE WORN WHEN TRYING ON ALL APPAREL. DUE TO HEALTH CODES, WE WILL NOT ACCEPT SOILED APPAREL FOR RETURN.** *SPECIAL ORDER, CLOSE OUT ITEMS AND PERSONALIZED ITEMS ARE NOT RETURNABLE.*

Our Customer Service hours are daily from 8:30 am - 6:00 pm Eastern. Call: 800.241.9249 or E-mail: customerservice@ten-o.com

If Your Order was Damaged in Shipment, report the damage at once to our Customer Service Department at 800.241.9249. You must hold the original carton and damaged merchandise for inspection — otherwise the claim cannot be honored.

PRODUCT LIABILITY DISCLAIMER

No warranty of any kind, expressed or implied, is made respecting the products sold. Buyer assumes all risk liability whatsoever resulting from the use of said products.

FROM:

ByGMR GMR
GYMNASTICS SALES, INC.
Where Gymnasts Come First
 Returns Department
 6729 MARBUT ROAD
 LITHONIA, GA 30058-5235