

FLATEAMSHOP.COM – RETURN / EXCHANGE POLICY

FLATeamShop.com offers a 30-day return or exchange policy on most items purchased online. If you wish to return or exchange one or more items from your order, **please fill out the Return Form** at the bottom of this page and include it with your return when you ship your return back to us.

All returns MUST BE postmarked within 30 days of the order date and be accompanied with the original packing slip. Any additional shipping charges for returning or exchanging an item will be the responsibility of the customer. **Shipping charges are non-refundable.** If merchandise was damaged, defective, or there was a shipping error on our part, shipping charges will be refunded. Please send an email to info@flateamshop.com. Determining if an item is defective will be at the discretion of FLA Team Shop. All refunds will be credited to the original form of payment.

All returned merchandise must be in its original condition at time of purchase and in original packaging with the original tags still attached to the items. We recommend using an insured, traceable method when returning unwanted items to ensure a safe delivery. Please allow 5-7 business days from receipt of delivery for the processing of the return.

- Items that cannot be returned include:**
- Products that have been used, altered, worn, washed or laundered
 - Personalized or customized jerseys
 - Drop shipped items
 - Clearance / Final sale items / All sale items
 - Items removed from their original packaging
 - Bathing suits, board shorts, or undergarments

If you would like to **exchange** an item for a different item online, you should follow the standard return procedure, returning the unwanted item(s), then place a new order on FLATeamShop.com for the replacement item(s).

Please send all returns to the following address:

FLA Team Shop
Online Returns
1 Panther Parkway
Sunrise, FL 33323

FLATEAMSHOP.COM – RETURN FORM

Please include this form with your return. Once we receive the returned merchandise, we will credit your account within 3-5 business days. You will receive a confirmation email once this is completed. Original shipping charges are not included in the refunded price. Your refund can take up to 2-10 business days to reflect on your account statement.

We MUST have all of the following information in order to appropriately process your return:

NAME: _____ **ORDER NUMBER:** _____

PHONE: _____ **EMAIL:** _____

Please fill out this chart for the item(s) you are returning:

ITEM SKU	PRODUCT NAME / DESCRIPTION	QTY	SIZE	RETURN CODE

RETURN CODES

A = TOO SMALL ORDERED
B = TOO BIG
C = DON'T LIKE
D = DAMAGED
E = WRONG ITEM SENT

F = WRONG ITEM
G = UNWANTED GIFT
H = NOT AS PICTURED
I = ORDERED BY ACCIDENT
J = ORDERED TOO MANY

FOR INTERNAL USE ONLY

BY:
DATE:
NOTES: