

RETURN AND EXCHANGE INSTRUCTIONS

Thank you for your purchase. We appreciate the opportunity to provide you with high quality products and excellent customer service. For your convenience, if you have any questions, please call our customer service department at 1.800.826.2205.

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 well.
Address the package to: EASTBAY
 1151 MARTIN GROVE ROAD
 ETOBICOKE, ON M9W 4W7
 ATTN. RETURNS DEPARTMENT
3. Attach the return label (located on the back of your invoice) to your package with clear tape or glue.
4. Please ship your package insured and prepaid via U.S. mail or UPS Ground. (We cannot accept responsibility for uninsured packages returned through the U.S. Postal Service.)
5. We will send any merchandise you request in exchange U.S. mail or UPS Ground, unless you indicate otherwise.
6. Shipping rates are for packing, insurance and delivery. These charges are not reimbursable. However if you choose to exchange any item(s), you will not be charged additional shipping and handling.

Before calling to check on the status of your return, please allow 2-7 working days for your package to be delivered to us based on your proximity to Wisconsin.

RETURN FORM

To enable us to improve the products and services 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 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 and address here:
