

# Return & Exchange Form

**Any questions?**  
1-888-789-0572 or orders@islandelement.com

## STEP 1

Please fill out the information below.

Original Order #: \_\_\_\_\_ Return Date: \_\_\_\_\_

### Billing Information

Name \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ State/Prov \_\_\_\_\_ ZIP \_\_\_\_\_

Email \_\_\_\_\_

Daytime ( ) \_\_\_\_\_ Evening ( ) \_\_\_\_\_

### Ship To Address (if different)

Name \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ State/Prov \_\_\_\_\_ ZIP \_\_\_\_\_

Email \_\_\_\_\_

Daytime ( ) \_\_\_\_\_ Evening ( ) \_\_\_\_\_

## STEP 2

### How would you like us to handle your request?

Shipping and handling fees are not refundable.

- Exchange item (Please fill out reorder section below)
- Refund/Credit (See note under Method of Payment)
- I am returning a gift. Please send (check one):
  - Exchange
  - Credit (Gift Certificate)

## STEP 4

Please place your reorder here.

Qty	Item #	Color	Alternate Color	Size	Brand	Description	Price Each	Total Price
<i>* Shipping charges determined upon receipt (see islandelement.com for shipping rate charts).</i>							<b>Total</b>	

## STEP 3

List item(s) returning, including reason code (see chart below).

Qty	Brand	Description	Item #	Color	Size	Reason
1	Hinano	Tahaa T-shirt	TSH0506	Black	L	10

### Reason Codes

Sizing Too Small	Sizing Too Large	Product
10 – Chest/Bust	17 – Chest/Bust	24 – Defective
11 – Waist	18 – Waist	25 – Misjudged size
12 – Seat/Hip	19 – Seat/Hip	26 – Do not like style
13 – Overall Length	20 – Overall Length	27 – Do not like fabric
14 – Sleeve Length	21 – Sleeve Length	28 – Do not like color
15 – Width	22 – Width	29 – Item not as pictured
16 – Overall	23 – Overall	
Other	Additional Comments	
30 – Wrong item shipped	_____	
31 – Gift – Don't want	_____	
32 – Reason not listed	_____	

## STEP 5

### Prepare for shipment

Enclose this form along with the merchandise in a secure package. Attach the Return Label to the outside and return through any UPS shipper or by insured mail. Please allow 30 days for us to receive your return and process your request.

*Please cut and attach this label to your package*

### Return Label



Attn: Returns & Exchanges  
6107 SW Murray Blvd, #209  
Beaverton OR 97008

### Method of Payment:

All prices stated in US dollars

Charge to my (check one):

- Visa
- MasterCard
- American Express
- Discover

Credit Card Number \_\_\_\_\_ Exp Date \_\_\_\_\_

Signature \_\_\_\_\_

- Check or Money Order enclosed (US funds only)

- Gift Certificate Number \_\_\_\_\_

When returning product for a refund on the credit card, promotional item(s) must be returned in satisfactory condition. If not, the refund will be reduced by the retail value of the promotional item(s).

**BEFORE RETURNING OR EXCHANGING MERCHANDISE, PLEASE READ OUR COMPLETE RETURN AND EXCHANGE POLICY AT ISLANDELEMENT.COM.**