

## How to Return and Exchange Merchandise

**Step 1:** Please read the below return policies.

**Step 2:** Please fill out the return/exchange form below.

**Step 3:** You must pre-pay postage at the point of return. Please send your merchandise back to the address at the bottom of the form (we advise using an insured method of return)

**Step 4:** Make a copy of this form for your records.

### Return Policies

- We will gladly accept returns of unworn and unwashed merchandise for a full refund or exchange within 30 days of the original order.
- **IMPORTANT:** Returned merchandise must have all original packaging and tags still attached. If returning a pair of shoes to us, please do **not** use the shoe box as your primary shipping box. Affixing tape, postage, or an address label to this box will result in us being unable to accept your return or a *minimum* \$10 fee.
- We will ship first time exchanges with no additional shipping charges as soon as we receive your return (U.S. customers only). Additional shipping charges will apply to merchandise exchanged for a second time. Please e-mail us to check on availability.
- We will issue credit (less shipping charges) within 5 days of receipt and send you an e-mail once the credit is issued. Credit can only be applied to the original payment method.
- We will charge a 25% restocking fee on any special order items.
- We do not accept returns on any items that are marked as non-returnable on the website. These items include food products and intimate apparel.
- We guarantee our merchandise to be free of manufacturing defects and will gladly accept any defective item for a refund or exchange, within 30 days. If you have received incorrect or defective merchandise, please contact us at once.

### **Return/Exchange Form**

#### **Contact Information**

Order #/Date of Purchase	
Name	
Address	
City, ST Zip	
Daytime Phone #	
E-mail Address	

#### **Return Information**

Item #/Description	Qty	Reason for Return	Would you like to exchange it?

#### **Exchange Information**

Please e-mail us in advance to check on availability so we can hold the merchandise for you.

Item #/Description	Size/Color	Qty

#### **Additional Comments**

#### **Return Address**

Marco Enterprises, Inc.  
On-Line Returns  
914 N Hervey St  
Hope AR 71801