

“SATISFACTION GUARANTEED” POLICY:

Your satisfaction is guaranteed. You may return any item for exchange, credit or refund if it is in new and resalable condition, within 120 days of purchase. This policy does not include books, DVD's, gift certificates, mouthguards, supplements, custom apparel or awards. Warranty does not cover normal wear and tear that results from the use of the products. Use of products in a manner other than that for which they were manufactured nullifies this warranty.

RETURNS POLICY:

If you experience a problem with any of our products, simply fill out the Exchange / Return Form below, describing the reason for your return and the action you would like us to take. The completed Exchange / Return Form must accompany all returns.

Send all returns to: **14711 W. 112th Street, Lenexa, KS 66215**

It is recommended that you send all returns back via UPS (it's faster and safer). Send the package insured and postage paid. There will be no credits or refunds for returned shipping charges. If you request that we replace or exchange an item, you may be responsible for the reshipping charges. No credits or refunds for any merchandise more than 120 days after purchase, unless specifically stated. No credits or refunds for forwarding shipping charges.

Failure to include the proper information and complete form below may delay the return process. In case of a defective item you may be entitled to a shipping refund. Any refund will not be greater than the total of the original shipping. All returns are shipped UPS standard ground unless any additional costs are prepaid.

ITEM RETURN (for returning items only)

Item Number	Color	Size	Description	Return Code (see below)	Credit Method (choose one)	Unit Price	Quantity	Total
					<input type="checkbox"/> Replace item <input type="checkbox"/> Store Credit <input type="checkbox"/> Credit/Check Refund			
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RETURN REASON CODE OPTIONS (enter in above table)

01 - Unsatisfactory quality
02 - Damaged in shipment
03 - Shipped in error
04 - Ordered in error

05 - Did not like
06 - Defective
07 - Other _____

08 - Exchange for other color
09 - Not as expected
10 - Did not fit

ITEM EXCHANGE (for product exchanges or additional items only)

Item Number	Color	Size	Description	Unit Price	Quantity	Total

CUSTOMER INFORMATION

Name: _____

Account #: _____ Order #: _____

Address: _____

City: _____ State: _____ Zip: _____

Phone: _____

Email: _____

PAYMENT INFORMATION

(for additional items or difference on exchanged items)

Payment Type: Visa American Express Money Order
 Mastercard Discover

Card Number: _____ Exp. Date: ____/____

Signature: _____