



785 GODDARD COURT • ALPHARETTA, GA 30005
 PHONE: 678-942-1800 • TOLL FREE: 800-729-9050 • FAX: 866-897-2289

RETURN / EXCHANGE FORM

Customer Name:	Employee ID#:
Customer Address:	
_____	_____
<i>City</i>	<i>State</i>
<i>Zip</i>	
Customer Phone#:	

Enclose this completed form with ALL return packages.

HPI Direct will do everything possible to expedite the handling of your return. Please allow us sufficient time to receive and inspect the merchandise, and then accurately carry out your detailed instructions as provided below.

TO BE EXCHANGED

 TO BE RETURNED FOR CREDIT

NOTE: All return/exchange requests **MUST** be submitted within **60 days** of receiving your order.
 Personalized (e.g. name drop), discontinued or closeout items **CANNOT** be returned/exchanged except in cases of defect, damage, or incorrect item shipped.

- 1. Include a copy of your invoice or packing list AND a copy of this completed “Return/Exchange Form”** in the package being returned.
- 2. Circle** all items to be exchanged on your invoice or packing list.
- 3. No invoice or packing slip?** – List all “return” and “replace with” items OR “return for credit (refund)” items in the appropriate box below. However, please note:
 HPI Direct MUST have your original invoice/packing list NUMBER before any exchanges will be processed. Call Customer Service if you can’t find your Number.
- 4.** Please be sure to record your reason for return* next to each item.
- 5.** Use a strong carton for shipping and securely seal your package.
- 6.** Return your package by the carrier of your choice.

(REQUIRED)

RETURN FOR EXCHANGE

Invoice/Packing List #

Reason (Code)	Item #	Description	Color	Size	Qty
REPLACE WITH:					
REPLACE WITH:					
REPLACE WITH:					
REPLACE WITH:					



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(REQUIRED)

RETURN FOR CREDIT

Invoice/Packing List #

Reason (Code)	Item #	Description	Color	Size	Qty

***Reason(s) for Return (Codes)**

SS – size too small	WO – wrong item ordered	DM – defective/damaged merchandise	TE – no longer an employee
SL - size too large	WS – wrong item/size shipped	UQ – unsatisfactory product quality	XX – Other, please explain

SHIP ALL RETURN PACKAGES TO:

HPI Direct
 Attn: Customer Returns
 785 Goddard Court
 Alpharetta, GA 30005