

RETURN MERCHANDISE AUTHORIZATION (RMA)

RMA # _____

KD SHIRT SHOP & SPORTING GOODS
712 E. SOUTH STREET UNIT A | PLANO, IL 60545
Ph: 630-273-2050 | sale@kdshirtshop.com
Website: kdshirtshop.com

To request to return a merchandise, please fill in this form. Make sure to provide complete information to ensure a faster process.

Email the completed form along with photos of the items you wish to return to sale@kdshirtshop.com. Our representative will contact you within 1-2 business days.

Please read and review our RMA disclaimer before signing this form.

Name: _____ Company Name: _____ Order/Invoice #: _____
Email address: _____ Phone: _____ Cell Phone: _____

Shipping Information:

Street Address: _____ City: _____ State: _____ Country: _____ Zip: _____

Billing Information: (Check here if billing address is same as shipping address)

Street Address: _____ City: _____ State: _____ Country: _____ Zip: _____

LIST OF ITEM(S) YOU ARE RETURNING (SKIP IF YOU'RE FILING A CLAIM ABOUT MISSING ITEMS)			
SKU-COLOR	QUANTITY AND SIZE (EX: 2 S, 1 L)	RETURN CODE*	DETAILS

*Return Reason Code: 1. Wrong Item/quantity 2. Damaged/Defective 3. Duplicate Shipment	Comments:
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Return Information: Refund Store Credit Exchange (complete the list below)

LIST OF MISSING ITEMS OR ITEMS YOU WISH TO REPLACE DUE TO DAMAGE OR INCORRECT SHIPMENT (SKIP IF UNNECESSARY)			
SKU-COLOR	QUANTITY AND SIZE (EX: 2 S, 1 L)	ACTION CODE**	DETAILS

**Action Code: 1. Replace/Exchange 2. Missing Item	Comments:
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Signature: _____ Date: ____ / ____ / ____
By signing, you acknowledge you've read and accept the RMA disclaimer (second page) (MM/DD/YY)

RETURN MERCHANDISE AUTHORIZATION (RMA)

RETURN MERCHANDISE AUTHORIZATION (RMA) DISCLAIMER

RETURNS/REPLACEMENT/EXCHANGE POLICY:

1. All International sales are final. KD Shirt Shop & Sporting Goods does not accept returns from International customers.
2. All purchase of sale items are final. KD Shirt Shop & Sporting Goods does not accept returns for items on sale or custom merchandise.
3. KD Shirt Shop & Sporting Goods only issues full refund for manufacturer defect and shipment of wrong item/ quantity. KD Shirt Shop & Sporting Goods only offers store credit (not refund) for returns due to dissatisfaction with our product.
4. For returns due to dissatisfaction with our product, there is a restocking fee of 15%-25% of total returned merchandise.
5. Returns for private label merchandise is case-by-case only.
6. An initial contact to request a return or exchange or file a missing item(s) claim must be sent to sale@kdshirtshop.com within 3 (three) business days upon delivery date. The RMA form must be filled out and sent back to sale@kdshirtshop.com within 2 (two) business days after we send you the RMA form. Alternatively, the RMA form can be found on kdshirtshop.com.
7. The customer is required to send the original merchandise to KD Shirt Shop & Sporting Goods warehouse before KD Shirt Shop & Sporting Goods sends out the replacement/exchange, or before a refund is issued, or before any credit is applied to the customer's account (this credit can be used towards future purchase of KD Shirt Shop & Sporting Goods products).
8. If, due to time constraint, KD Shirt Shop & Sporting Goods has to send the replacement merchandise to the customer before the customer sends the original merchandise back and the customer fails to send back the original merchandise within 3 (three) business days after KD Shirt Shop & Sporting Goods sends the replacement, the customer will be charged for the replacement item and shipping fee (if applicable).
9. All returned products must be in undamaged and sellable condition, with their tags intact. If an item is returned in a damaged or unsellable condition, a restocking fee of 15%-25% will be applied based on the item's condition.
10. The customer is responsible for return shipping costs if the return reason is not defect or incorrect shipment.
11. For replacement due to item defect, incorrect shipment, and missing item, KD Shirt Shop & Sporting Goods will be responsible for replacement/exchange shipping costs to the customer, through ground shipping only. If the customer wishes for a faster shipping option, the customer will be responsible for the faster shipping costs.

RMA REQUEST FORM GUIDELINES:

1. Before returning any items, the customer must fill in the Return Merchandise Authorization (RMA) form.
2. Any incomplete or missing information will result in delays in processing the request.
3. Please send the completed RMA request form to sale@kdshirtshop.com and attach photos of the defective item/s (if returning because of manufacturer defect or because incorrect item was sent).
4. Please allow 2-3 business days for KD Shirt Shop & Sporting Goods to review the completed RMA request form.
5. Once the RMA request is approved, the customer will receive a valid RMA#. Please include this RMA# on the RMA request form.
6. To expedite the returns process, the RMA form with the valid RMA # must be placed inside the return package and the valid RMA # must be written on the return box.
7. Please return the items to:

KD Shirt Shop & Sporting Goods Headquarters
712 E. South Street Unit A | Plano, IL 60545