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PREFERRED PLAYER TENNIS PROGRAM

## EXCHANGE POLICY

### IMPORTANT – please read this carefully before opening any packages or trying on any clothing

- ❑ All returns must have a Return Authorization to be accepted by our warehouse.
- ❑ Requests for Return Authorization must be faxed or emailed. When requesting an RA, we must have the style number, quantity and size of the item you want to return, plus a reason for the return. Items returned, but not listed on the request for return will automatically incur a 25% handling fee if accepted for return.
- ❑ All items being considered for exchange must have originally shipped from the adiPlayer warehouse.
- ❑ Exchange of items is valid for **three weeks from date of purchase**. Please allow **3 to 5 weeks** to process returns.
- ❑ All items being considered for exchange must be new and not laundered. **They must also be in their original packages folded neatly with the tags attached**. Please try on all items before washing.
- ❑ Items must be returned exactly as the adiPlayer member received them, as we must be able to return these items to stock so they are available for other adiPlayer members. A 20% restocking fee may be charged for any items returned that take unusual effort before they can be returned to stock.
- ❑ Items deemed as used, or soiled items, will **not** be exchanged. Please try on shoes on a clean floor, as dirty soles of shoes make them not exchangeable.
- ❑ Returned shoes must be in their original box and that box must be in a shipping box. Shoe boxes **ARE NOT** to be used as shipping boxes for shoes.
- ❑ All returns must have the RA# written on the outside of the box and the return form must be inside the box.
- ❑ **adiPlayer members** are responsible for freight to return items.

*adiPlayer reserves the right to refuse any exchange if the product in question does not follow the above guidelines. In the event the exchange is refused, the product in question will be returned to the member at the member's expense.*

