



Order#: \_\_\_\_\_

Customer#: \_\_\_\_\_

Return Date: \_\_\_\_\_

**Items Returned**

Manufacturer	Style	Color	Size	Quantity	Price - RO Use Only	Return Code
<b>Subtotal</b>						

**Exchange Items Wanted (for a refund, please leave this section blank)**

Manufacturer	Style	Color	Size	Quantity	Price - RO Use Only
<b>Subtotal</b>					

**Exchanges only:**

I would like you to bill my credit card used on the original order for the balance due for exchanged item(s).

Yes   
No

Signature \_\_\_\_\_ Date \_\_\_\_\_

If response above is no, please provide a credit card to be charged for the balance due for exchanged item(s).

Mastercard  Visa  Discover  American Express

Credit Card #: \_\_\_\_\_ Expiration: \_\_\_\_\_

Security Code: \_\_\_\_\_

## Return / Exchange Form

If you need to return your merchandise for an exchange or refund, please repack the item(s) and return them to us along with a copy of the original packing slip (including the order number), and this form, completed. All items must be in their original, unworn, unwashed, and unaltered condition with all tags attached. Any item that is not returned in the original condition will not be accepted and will be sent back to the customer.

Ship the package to the following address:

Rugged Outfitters, Inc.  
Returns/Exchanges  
18 South Washington Ave.  
Bergenfield, NJ 07621

*Please note: We recommend shipping your items with tracking and insurance. We are not responsible for return/exchange shipments that do not reach us or arrive damaged.*

Return Codes:
10 Wrong Size
20 Wrong Item
30 Defective
40 Arrived too late
50 Didn't like color
60 Not as advertised

ALL returns will have shipping rates deducted from the order total as follows:

\*\* \$9.99 will be deducted from the total for orders that initially shipped with FREE or \$4.99 promotional rates.

\*\* Actual original shipping rates will be deducted from the total for orders that did not ship at promotional rates.

Please visit [www.ruggedoutfitters.net](http://www.ruggedoutfitters.net) and click on the Customer Service link on the left side of the page for our full Refund and Exchange policy. If you have any questions regarding a refund or exchange, please contact a Customer Service Representative at [service@ruggedoutfitters.net](mailto:service@ruggedoutfitters.net) or toll-free at 866-263-6750.

If there is a balance due from a refund or exchange, that balance will be refunded to the same credit card used to make the original purchase.

Processing times for exchanges are 10 business days for in stock items. If you need a replacement sooner than that, we recommend that you send your item as a return and place a new order on [www.ruggedoutfitters.net](http://www.ruggedoutfitters.net).

RO Use Only:	
Date Item Received:	_____
Returned Total	_____
Shipping Deduction	_____
Exchange Total	_____
Exchange Shipping	_____
New Total	_____
Transaction ID#:	_____
Transaction ID Date:	_____
Authorized By:	_____

**NOTE:** This form MUST be completed for ALL refunds and exchanges. If this form is not included with a refund or an exchange, it will lengthen the processing time beyond 10 business days, regardless if the item is in stock.