

Easy Return Form

We are pleased to provide you with quality products. Should you need to return any part of this shipment for any reason, please follow the instructions to complete your return, exchange, or replacement order. If a refund is necessary, it will be credited back by your original payment method. We look forward to serving you again.

When returning items:

- ✓ Complete the form below.
- ✓ Securely pack the return item(s) and include the completed form.
- ✓ Detach card in bottom right corner, and use as shipping label.
- ✓ Include \$7.00 for return processing fee (unless it is our mistake, defective, or damaged in shipping).
- ✓ If making a photocopy, both sides of this form are required.
- ✓ Credit card information is NOT kept on file. Returns that require a charge or credit MUST include your credit card number.

Please list the item(s) being returned below

Quantity	Item Number	Description	Check one per item		Return Code(s)*	Hock Shop Error?
			<input type="checkbox"/> Replace	<input type="checkbox"/> Store Credit		Y/N
			<input type="checkbox"/> Exchange for another item			
			<input type="checkbox"/> Replace	<input type="checkbox"/> Store Credit		Y/N
			<input type="checkbox"/> Exchange for another item			
			<input type="checkbox"/> Replace	<input type="checkbox"/> Store Credit		Y/N
			<input type="checkbox"/> Exchange for another item			

*Return Codes: A = Not ordered, B = Wrong item ordered, C = Wrong item shipped, D = Wrong size, E = Wrong Color, F = Incorrect personalization, G = Arrived too late, H = Do not want, J = Damaged in shipment, K = Double shipment, L = Quality problem (describe), M = Exchange Already Made, N = Other (describe)

If you marked, "Exchange for another item", please list new order items below

Quantity	Stock Number	Description	Unit Price	Extended Price	Comments

As payment for \$7.00 return processing fee and/or price difference in exchanged items, please:

- Charge/Credit my credit card #: _____ Exp. Date: _____ V code: _____
- A check/cash is enclosed for \$ _____ E-mail address for questions: _____
- This is an even merchandise exchange due to Hock Shop error (No return processing fee applies)


Return Policy

If you ordered an incorrect item or size, we will be happy to exchange it upon receipt of the item. There is a \$7.00 return processing fee for all exchanges and returns which includes return shipping where applicable. This charge is waived if it is our mistake, or the item is defective, or received damaged. Items damaged in shipment, or which are defective may be returned for exchange or store credit. All other returns for exchange or store credit are accepted at our discretion. All items being returned or exchanged must be received within 30 days of initial customer receipt. Items which are returned for exchange or store credit which are found to be unacceptable will not be returned to the sender until payment for return shipping costs has been received. These items will be held for 60 days to allow ample time to advise us of disposition instructions. If we do not hear from you within that time, the item(s) will be discarded. Items being returned which are damaged in transit to us due to improper packing will not be accepted. If this is a Hock Shop mistake we will refund your return shipping charge for items incorrectly shipped at your request. We will refund the lower of First class mail, Priority mail, or standard UPS ground rates. We will do everything possible to expedite delivery of your exchange or store credit. Please allow sufficient time for us to receive your merchandise, inspect it, and process your request in accordance with your written instructions. Special order, personalized, or custom items are not returnable. Please remind us when using store credit on future orders.

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From: _____

PLEASE DETACH AND USE AS A RETURN SHIPPING LABEL



To: The Hock Shop
 Returns Department
 10 Colonial Terrace
 Brockton, MA 02301