

THIS FORM MUST ACCOMPANY ALL RETURNS & EXCHANGES

MONDETTA

www.mondetta.com

RETURNS & EXCHANGES (MAIL-IN ONLY)

*Please note: Return/Exchange shipping charges are the responsibility of the customer. We do not refund original shipping and handling charges and we do not accept C.O.D. deliveries. *See reverse for more details.*

CUSTOMER SERVICE
orders@mondetta.com
 Toll Free: 1-888-666-3388
 Int'l: 1-204-786-1700
 Fax: 1-204-786-1840

Return/Exchange Type (Please check one)

- Return: Refund/Credit in the form of original payment
- Exchange: Complete Exchange form below

(Please check any that apply)

- Wrong fit / size
- Wrong item
- Didn't like style
- Didn't like fabric
- Didn't like color
- Changed mind
- Item not as pictured
- Priced too high
- Gift return
- Arrived late
- Defective / damaged*

Please provide any additional comments below, so we can improve the quality of our products and services!

EXCHANGE FORM

1. Complete the exchange form below.
2. Include the original invoice with your exchanged items.
3. If possible, use the original packaging to return the items with ease.

RETURN AUTHORIZATION NUMBER

Please contact our Customer Service Department at **orders@mondetta.com** to be issued a Return Authorization Number by email.

Please write RA number here >

Qty	SKU# and/or Style Name	Item Description	Size	Color	Price

** If your Exchanged item(s) total more (or less) than your original invoice, Customer Service will contact you and make the appropriate adjustments to credit or debit your account.*

CUSTOMER INFORMATION

Please complete the below form to assure we have your current information on file.

Name _____

Ship to Address _____

City _____ State/Province _____

ZIP / Postal Code _____ Country _____

Contact phone number () _____

USA RETURNS ADDRESS

MONDETTA.COM RETURNS
 1208 Rylan Road
 Grand Forks, ND 58201
 Toll Free: (888) 666-3388

CANADA RETURNS ADDRESS

MONDETTA.COM RETURNS
 1109 Winnipeg Avenue
 Winnipeg, MB R3E 0S2
 Toll Free: (888) 666-3388
 Fax: (204) 786-1840

MONDETTA SHIPPING & RETURN POLICY

Thank you for purchasing your active apparel from mondetta.com!

ORDER PROCESSING

Please note: Orders are processed during regular business hours, Monday-Friday 8:30 am to 5:00 pm CST. Online orders placed on the weekend or holidays will not be processed until the next business day.

SHIPPING RESTRICTIONS

Shipping is limited only to continental North America (United States and Canada only), and includes Hawaii and Alaska. We do not ship to Mexico. "Free Shipping" promotions are offered for a limited time and are subject to discontinuation or change at any time. Mondetta's "Free Shipping" promotions are not available to residents of Hawaii and Alaska. We regret that we are unable to process international orders at this time.

30 DAY ONLINE RETURN / EXCHANGE POLICY*

Here at Mondetta, we want to make sure that you are completely satisfied with your purchase. If for any reason you are unhappy with an item you have purchased, **please return it within 30 days of the date of invoice** (or as permitted under the exceptions indicated below). We will gladly exchange your product or credit your account.

If, for any reason, you would like to **EXCHANGE** a product, Mondetta will ship the replacement at **NO SHIPPING CHARGE** to you.

To return or exchange merchandise, carefully fill out the other side of this form, including the original invoice, and mail the items back in their original condition and packaging (if possible). **Return shipping charges are the responsibility of the customer.**

Please note: All products must be returned in their original condition, unworn and unwashed with tags still attached, with a copy of the invoice and the Return/Exchange form filled out and included. Quantities and available colors of products are limited to the available inventory at the time the returned product is received.

EXCEPTIONS TO RETURN POLICY

NEW / CURRENT COLLECTION MERCHANDISE

Returns or exchanges purchased from Mondetta.com in the USA must be returned to the RETURNS - USA address below within 30 days of invoice date.

Returns or exchanges purchased from Mondetta.com in Canada must be returned to the RETURNS - CANADA address below within 30 days of invoice date.

When you receive your purchase, examine it carefully. If for any reason you are not satisfied with the order you receive from Mondetta.com, contact our Customer Service department to be issued a Return Authorization Number with instructions. Upon return and receipt of the product, Mondetta.com will exchange or credit the item, less appropriate adjustments for shipping and handling.

IN THE EXCEPTION THAT YOU RECEIVE DAMAGED/DEFECTIVE PRODUCT:

Mondetta.com will examine the returned item(s) upon receipt, contact you directly, and only then determine if a refund for shipping charges (on returned items only) will be issued. For any further inquiries regarding returning or exchanging an Mondetta.com item, please contact our Customer Service department at orders@mondetta.com.

FINAL SALE / CLEARANCE MERCHANDISE

All Clearance sales are final. Absolutely no refunds or exchanges will be accepted at the online or affiliated retail stores.

Affiliated Retail store purchases: Returns or exchanges from other affiliated retail stores **will not** be accepted at Mondetta.com. This is at the sole discretion of the retailer.

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