SolidColorNeckties.com Returns and Exchanges

To make a return or exchange, please follow the directions in Step 1 and Step 2. Please note our return policy:

- ✓ Orders must be returned/exchanged within **30 days** of receipt. Limit one exchange cycle per order.
- ✓ Shipping charges are nonrefundable. You will be refunded for item cost and applicable taxes only.
- ✓ You are responsible for return shipping costs, and items must be sent to us prepaid. If there are customs or other shipping charges billed to us upon a return, we will reduce your refund by that amount.
- ✓ If discounts were received and the return/exchange causes the discount to no longer be applicable, the refund will be adjusted accordingly. Discounts may not be applied to exchanges.
- ✓ For orders that received free shipping, if product is returned and your order total becomes less that the free shipping threshold, $6.95 will be deducted from your refund to cover the original cost of shipping.
- ✓ Items must be returned in the original condition and packaging. No refunds/exchanges are given to items worn, returned soiled, with an odor, in an unsalable condition or received after 30 days of receipt.
- ✓ We do not guarantee ties worn in any environment where they are abused (i.e. yanked, grabbed, twisted, etc.), particularly involving school-age children.
- ✓ Clearance items and color swatches may not be returned or exchanged.
- ✓ Exchanges are reshipped free via standard shipping within the USA. If you are outside the USA, you will be e-mailed with the return shipping charge for your authorization.

Step 1

Name _____

Order # _____

Zip Code _____

Phone _____

Please circle reason for Return/Exchange:

Wrong Color Wrong Size Quality

Changed Mind Timing Other

Step 2

Exchange or Return?

Exchanges

1) List only the NEW items that you are exchanging for below. Add an additional page if needed.

Qty.	Description/Size (men's, boys', length, etc)	Color	Unit Price	Line Total

Subtotal	$
Exchange Credit	- $
Total Due	$

2) If additional charges are due, please select your method of payment below. Any refunds due from your exchange will be credited via your original method of payment.

- ❑ **Check** (Please make all checks payable to SolidColorNeckties.com, Inc.)
- ❑ **Credit Card** (If you choose this option, we will need to contact you for payment information. Below, please provide the best phone number to reach you at during business hours [Monday through Friday from 8 am to 4 pm]. We must receive payment before an exchange is shipped.)

Best Daytime Phone Number _____

3) Make sure you have filled out Step 1.

4) Include this form and a copy of your invoice with the items

Returns

1) Make sure you have filled out Step 1.

2) Include this form and a copy of your invoice with the items you are returning. Mail to us via your choice of carrier. Refunds are processed promptly upon arrival.

Mail your return/exchange prepaid to:

SolidColorNeckties.com
Attn: Returns
525 Morris Ave.
Mundelein, IL 60060

We want to hear from you! *Your comments are always welcome, good or bad. If there is something you would like us to stock, a place we could do better, or anything else on your mind, feel free to e-mail mike@tiemart.com.*

v. 01/12