

JL DESIGN
EXCHANGE & RETURN AUTHORIZATION FORM
Please fill out this form completely

Step 1: Who and where are you?

Team Name _____
Sales Order # _____
Sales Rep name _____

SHIP TO ADDRESS

Name _____
Address _____
City _____ State _____ ZIP _____
E-Mail _____
Best phone number _____ second best phone _____

Step 2: What are you sending back, and why.

List item(s) you are returning, including reason _____

- Sizing
- Too BIG somewhere inches +/- _____ location _____
 - Too SMALL somewhere inches +/- _____ location _____
 - Different size completely _____
- Wrong Item shipped. Describe what you want _____
- Incorrect Embellishment, what is incorrect about it
- wrong location, describe where it should be _____
 - wrong colors, describe what it should be _____
- Defective merchandise, please describe _____

Step 3: How would you like us to handle your request?

- repair alter exchange replace return

Step 4: Do you need it right away?

Is there an event/regatta that you need it by? Please remember to take shipping days into account.

Today's Date _____ Date Needed _____
Event name _____

Step 5: If a reorder, tell us what you want.

Item _____ Description/color/size _____

Step 6.

Enclose this form along with the unused or cleaned merchandise in a secure package, using one of the addresses below. Shipping fees are not refundable unless JL is at fault. We will process your request and contact you if there are any charges involved.

Team and Custom Orders
Attn: Returns & Exchanges
JL Design, Inc.
1821 E. Newport Circle
Santa Ana, CA 92705

Internet, Regatta or Retail Sales
Attn: Returns & Exchanges
Race in JL
3425 Stone Way
Seattle, WA 98103

Returns and Exchanges

We will make every effort to return your garment to you quickly. Items that are part of a team uniform have the highest priority during race season. Be sure and let us know if this is the case.

There is no charge to make reasonable changes to the sizing of a garment given the following circumstances.

- Given accurate measurements and details, a JL representative sized the customer
- Size samples were sent, and sizes were chosen based on samples
- Customer ordered garment based on previously owned JL garment of same type

Unisuits

Fit is what a JL unisuit is all about. We stand by our custom unisuit sizing, and are happy to make any reasonable change to your unisuit to help it fit you better. We will make alterations at no charge to you when we are responsible for the sizing. Please read the notes below to further understand our changes and alterations policies.

Some changes/alterations will incur a charge.

In the following circumstances, change to a garment size is the responsibility of the customer. All charges are based on work needed, and will be quoted.

- Order was sized by customer without samples
- Size was requested incorrectly by someone other than customer
- Customer is using garment that was ordered for someone else
- Team order was placed with “bulk sizing” without specific sizing information sent
- Customer sent incorrect data
- Customer’s weight/size changed significantly since order was placed

Tech Shirts, Jackets, Trou, Turtleshells—stock sizes

Unless custom sizing was requested at the time of the order (shorter arms, longer inseam, etc) our garments are made with stock sizing. Requests to alter one of these garments into a custom fit will be quoted and are not considered a rush back. Some changes are not possible—adding length, changing a medium to a large for example.