

Return Form



Our goal is to make your return easy and hassle free. If, for any reason, you are not satisfied with your purchase, simply return it within 45 days in original condition with the tags/stickers attached and in the original retail box and we will refund the full purchase price or exchange the product for you. Shipping charges are non-refundable.

Products returned in used or worn condition within 45 days from purchase can only be exchanged for another item. Please note that excessive returns will be monitored and may limit your eligibility for exchanges. Customized, printed or personalized items are NOT RETURNABLE.

For your convenience, we have provided a return label for you to send your order back. Once your return is received, we will deduct \$6.99 from your refund for a label fee. If you are in need of a return label, please email returns@ftf.com and we will send you a label.

Returns: Shipping charges are non-refundable. Please allow 7-10 business days for your refund/exchange to be processed. We will refund your purchase amount to the original method of payment. Please note, credit card companies may take up to 10 additional business days to post the refund to your account. Paypal payments will be refunded back to the Paypal account.

Exchanges: If you are exchanging your product, the new product will be shipped to you free of charge, this does not include freight items. Do not send any additional payment to cover a price difference for an exchange. Your original payment method will be charged or credited when the exchange is processed. In the event that the item you requested for an exchange is no longer available, a refund will be processed as stated above.

Mis-shipments/Defective Merchandise: Any mis-shipments or defective merchandise must be reported within 48 hours of receipt of goods by calling us at 800-747-9013. We reserve the right to review and determine the validity of defective merchandise claims. Only verified claims will be accepted for replacement.

Step 1 Fill out Contact/Purchaser Information	Original Order #, if available: _____
Name: _____	Address: _____
City: _____ State: _____	Zip: _____
Email: _____	Mobile Phone: () _____
Daytime Phone: () _____	Customer Number: _____
Credit Card Information: <input type="checkbox"/> VISA <input type="checkbox"/> MASTERCARD <input type="checkbox"/> DISCOVER <input type="checkbox"/> PAYPAL <input type="checkbox"/> AMERICAN EXPRESS Credit Card Number: _____ Ex. Date: _____ CVV2: _____ Signature: _____	

Step 2 List item(s) you are returning, including reason (see chart to right).	Reason Codes <small>1. Wrong Merchandise 2. Wrong Size 3. Defective 4. Exchange</small>					
Reason(s)	Description	Item Number	Size	Color	Quantity	Price

Step 3 How would you like us to handle your Return/Exchange?
<input type="checkbox"/> Refund in form of original payment (go to step 5) <input type="checkbox"/> Exchange Item (go to step 4)

Step 4 Reorder here.					
Description	Item Number	Size	Color	Quantity	Price

Step 5 Enclose this form along with the merchandise in a well-sealed box. Attach the Return Label to the outside and return through any insured mail. Make a copy of this form for your records.
