

RETURN / EXCHANGE FORM

ONLINE RETURN & EXCHANGE POLICY

All online purchases are eligible for return, refund or exchange, and must be accompanied by the original invoice. These can be processed at any physical Earthbound Trading location OR through our Guest Service Department. All merchandise must be returned in its original, unused, packaged & resalable condition. There are no refunds on Gift Cards or final sale items ending in \$.94

Online Return Process

- You are responsible for shipping and payment of mailing the items to Earthbound Trading Co. HQ
 - Earthbound Trading Co.
4051 Freeport Parkway
Suite 400
Grapevine, TX 76051
 - Please include a copy of your invoice and designate the desired action per item (return or exchange)
- Once items are received, the request will be processed in 7-10 business days
- Refunds will be issued in the same form of payment as the original purchase
 - If the original payment method is unavailable, a Gift Card will be issued
 - There are no cash refunds for online purchases
- *All Mailed returns/exchanges must be postmarked no later than 30 days from the original delivered date.*
- If exchanging online, only an exchange for a different size of the same product will be honored

Online Returns at any Earthbound Trading Co. shop:

- Bring your items to any Earthbound Trading Co. location
- Once items are received, the request will be processed in 3-5 business days
- Refunds will be issued in the same form of payment as the original purchase
 - If the original payment method is unavailable, a Gift Card will be issued
 - There are no cash refunds for online purchases
- *All Online returns/exchanges must be completed within 30 days of delivery*
 - If the return is outside of the 30 days, funds will be returned in the form of a Gift Card for the current retail value
- If exchanging in-store, only an exchange for a different size of the same product will be honored

You are welcome to mail in your In-store purchase, but please contact websales@earthboundtrading.com to confirm if it is eligible for a refund before sending our way! These refunds can take up to 7-10 business days in order to be reviewed and processed.

Restrictions

- Purchases made in-store can be returned/exchanged online only if the merchandise is an existing online item. ****Please contact Guest Service for availability**
- Items with inventory unavailable for exchange will be refunded
- If returned without contact, online purchases mailed for return must be postmarked within 30 days of delivered date. Please include a copy of your invoice and designate the desired action per item (return or size exchange of same item). Send to address using the enclosed form below.
- Clearance items ending in \$.94, or marked as such in the item description are not eligible for return.
- Clearance items purchased with additional promotional discounts are not eligible for return or exchange
- Clearance items that are no longer featured on the site are not eligible for return or exchange.
- Some promotional items are subject to refund value only (calculated discount based on free items accompanying paid items. For example, "Buy two, get one free.")

Enclose this completed form and ship returns to the address below. Please include a copy of your invoice and designate the desired action per item (return or exchange)

Attn: WebSales
Earthbound Trading Company
4051 Freeport Parkway, Suite 400
Grapevine, TX 76051

Name: _____

Order # _____ Order Date: _____

Item #	Description	Exchange or Return (Circle One)		Reason for Return
		Exc	Ret	
		Exc	Ret	
		Exc	Ret	
		Exc	Ret	
		Exc	Ret	
		Exc	Ret	
		Exc	Ret	

For internal use only:

Action Needed _____ Mkdn Item? _____

PM Date: _____ Credit Memo Date _____ Retail Pro Trans # _____ Initial _____