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| <p>1 Complete, Print & Return Form
If you wish to return or exchange any portion of you order please we must recieve this form & your items within 30 days of purchase.</p> | <p>2 Repack Merchandise
Please make sure that the item(s) you wish to return and this Return Form are included inside the box with your return shipment.</p> | <p>3 Ship Merchandise
Mail Return to:
Simpson Outfitters
Attn: Returns Dept.
40 W Wesmark Blvd.
Sumter, SC 29150
(or use label on next page)</p> |
|--|---|---|

Order # _____ Order Date _____

Customer Name _____

Phone _____ Email _____

OFFICE USE ONLY
RECEIVED BY: _____
RECEIVED DATE: _____

Brand	Item Name	Size	Color	Reason

REASON CODE	01 - Not as pictured	04 - Do not want / changed mind	07 - Do not like
	02 - Didn't fit	05 - Wrong item sent	08 - Not as described
	03 - Not satisfied with quality	06 - Damaged/defective item	

SHIPPING

Please pack and ship your merchandise using the postal carrier of your choice. Our packaging is reusable! Feel free to return the product in the same package we used to send it to you. Postage is not prepaid for returns; you are responsible for paying shipping charges to return products to us. For your protection, we advise that you use a traceable shipping method to send us your return.

Shipping charges are not refundable for any reason on returns. Returns are usually processed within 3-5 business days upon receiving your package.

From: _____



SIMPSON OUTFITTERS

Attn: Returns Department
40 W Wesmark Blvd.
Sumter, SC 29150

Fold Here. Use clear plastic shipping tape to affix the label to the box of your choice.

Please pack and ship your merchandise using the postal carrier of your choice. Our packaging is reusable! Feel free to return the product in the same package we used to send it to you. Postage is not prepaid for returns; you are responsible for paying shipping charges to return products to us. For your protection, we advise that you use a traceable shipping method to send us your return.

Shipping charges are not refundable for any reason on returns.

Returns are usually processed within 3-5 business days upon receiving your package.

RETURN POLICY

If you are not happy with your purchase, you can return most items for a full refund within 30 days of purchase, as long as it is still in "sellable condition." We will charge a 15% restocking fee for any items returned after 30 days but before 60 days from purchase. No refunds will be given after 60 days of sale. Merchandise must be in original purchase condition to be eligible for refund or exchange. This means the item should be unworn (aside from trying it on), tagged, unwashed, devoid of any stains, scuffs, tears, or mysterious smells, and needs to be in its original packaging. Refunds are only given in the original form of payment. Shipping charges are not refundable for any reason on returns.

Can I exchange an item?

NOTICE

- Sale items are FINAL SALE.
- Swimwear & undergarments are FINAL SALE.
- If you're returning a pair of shoes or boots, we need the box back, too. Also, please don't treat the shoe box as the shipping box; wrap it in brown paper or put it in another box before you return it. If you fail to follow these directions, we will not be able to accept the return and won't issue a refund.

Our exchanges are processed as new orders. Begin by following the return process for your order. Then place a new order for the size/color you need. Immediately placing a new order ensures that you'll get the new product quickly and that it won't go out of stock while you wait. Shipping charges may apply to new orders. If you have any questions, please contact our Customer Service Department at orders@shopsimpsons.com or 803-773-3397 Monday–Friday 8:00am to 5:00pm EST.

How will i be refunded?

Your refund will automatically go back to the original form of payment used for the purchase. In the event you used multiple forms of payment, your refund may be issued across all payment methods used. You cannot receive cash returns on purchases made with a credit card. In the event that your original form of payment expires, your refund will be issued in the form of a check and mailed to your address on file.

How long does it take to receive my refund?

Once we receive your return, we inspect your item(s) and then initiate a refund. Our goal is to process your return within 3-5 business days of receipt. Credits may take up to an additional five business days to post to your account. Given shipping and processing time, the return process can take up to two to three weeks. Final credit to your account depends on the policies of the bank or institution of your original payment method. Please note: refunds do not include shipping costs paid on your original order (if applicable).

Shipping merchandise

Please make sure that the item(s) you wish to return and our Return Form are included with your return shipment. You may return merchandise using the postal carrier of your choice. Our packaging is reusable! Feel free to return the product in the same package we used to send it to you. Postage is not prepaid for returns that are initiated due to reason codes 2, 3, 4 & 7. You are responsible for paying shipping charges to return products to us. For your protection, we advise that you use a traceable shipping method to send us your return. You may use the shipping label or address listed on the following page when sending your return.