

**YOUR SATISFACTION IS GUARANTEED!** If you are not completely satisfied, return your purchase for a refund, no questions asked. Unfortunately, we cannot refund your original shipping and handling charges.

### PLEASE NOTE

- **Personalized** (embroidered/imprinted/engraved) items **MAY NOT BE RETURNED** unless we have made an error in the personalization.
- **Non-personalized** apparel and shoes that have not been worn, laundered or altered being returned with all original packaging and tags will be accepted if returned within 60 days of receipt.
- **Sets** must be returned as a set – all pieces must be returned together to qualify for a refund.
- **Books & Software:** Most books are returnable within 60 days of receipt if unused and in new condition, however there are exceptions. Please look at the bottom of each book's description on the allheart site to find out the specific return policy for your book(s). Software, electronic books and books with software that have been opened are not returnable.
- **All other non-apparel items** without personalization, in new condition and in original packaging with all original tags/warranties/manuals may be returned within 60 days of receipt.

**1 RETURN**  
Please fill out the form below and include with your return – including a copy of your invoice will help speed processing – and your return must meet the guidelines above to be eligible for refunding. We recommend that you reuse the original shipping carton and packing materials. DO NOT use the product box as a shipping container. U.S. returns can also use our online returns page to print a pre-paid shipping label. The cost of your return shipping will be deducted from your refund after processing. Note all international returns will be responsible for the shipping, handling and customs charges to send back items. Please allow 2-3 weeks for your refund or exchange.

**2 In case we have questions:** Print Name \_\_\_\_\_ Order number \_\_\_\_\_  
Phone \_\_\_\_\_ Email \_\_\_\_\_

ITEM NO.	QUANTITY	DESCRIPTION	RETURN CODE

### RETURN CODES

<b>1.</b> Arrived Damaged	<b>2.</b> Color Not As Expected	<b>3.</b> Wrong Size	<b>4.</b> Wrong Item Shipped
<b>5.</b> Wrong item Ordered	<b>6.</b> Defective (explain problem below)	<b>7.</b> Other (please explain below)	

COMMENTS: \_\_\_\_\_  
\_\_\_\_\_

### EXCHANGE

**3** Should you wish to exchange your returned items, please list below what you would like. You will not be charged for shipping and handling on your exchange order; exchange items will show up as a new charge on your credit card.

ITEM NO.	QUANTITY	DESCRIPTION

Check One

Charge the credit card used for the original purchase **OR**

Charge my:  VISA  MASTER CARD  AMEX  DISCOVER

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Expiration Date \_\_\_\_\_

  
ATTN: RETURNS  
4656 RAILHEAD ROAD  
DOCK DOOR 250  
FORT WORTH, TX 76106