



FREE SHIPPING
On \$99+ Orders

EASY RETURN
Policy

LOWEST PRICE
In Canada

Hassle-Free Returns & Exchanges

Please type in the appropriate information below.

Have Any Questions?
33-Off.com Customer Team is happy to help!
Phone: 1.888.800.9340
Email Us: info@33-off.com
Website: www.33-off.com
177 Miner Street | Cowansville, Qc Canada J2K 3Y5

Step 1 Order Number# : _____

Invoice# : _____

Originally Purchased by: Address Change

Name: _____

Address: _____

(City) _____ (State) _____ (Zip) _____

Phone: (____) _____ (____) _____
(Daytime) (Evening)

Email Address: _____

Send Refund or Exchange to: (If different from left)

Name: _____

Address: _____

(City) _____ (State) _____ (Zip) _____

Phone: (____) _____ (____) _____
(Daytime) (Evening)

Email Address: _____

Please select one of the following options:

- Exchange for another item(s).
- Reimburse my original method of payment. (Gift recipients who select this option will receive a refund check.)

Step 2—Returns

In the form below please indicate the item(s) you are returning, including a reason code.

Reason Code	Item #	Color	Size	Quantity	Item Name	Price	Total Price
23	KK123456	Navy	8	1	Example Item Only	59.00	59.00

Reason Code	Quality	Satisfaction	Performance/Service	Catalog	
01	Quality unsatisfactory	31	Did not like styling	21	Too small
02	Defective construction	32	Did not like fabric	22	Too large
03	Finish unacceptable	33	Did not like color	23	Ordered wrong size
04	Difficult to assemble	34	Price too high	41	Not as described
				42	Not as pictured

Step 3—Exchanges

Free Exchange Shipping for Canadian, 33-Off.com team will waive the cost of regular shipping on your new item.

Item #	Style	Color Choice		Size	Sleeve Length & Inseam	Description	Monogramming		Qty.	Unit Price	Total
		1st	2nd				Characters	Style			
LH123456	Plain	Tan	Olive	8		Example Item Only	Amanda		1	49.95	49.95

Step 4

Method of Payment:

If the total of your exchange or new order exceeds the value of your return, please provide a method of payment. (Select one)

- Credit Card
- Gift Card, Gift Certificate.
Enter # below (for Gift Cards, please include PIN).

Credit Card Information:

- MasterCard®
- VISA

Card Number: _____ Exp. Date _____

Signature: _____

Thank you for filling this out. That is all you need to do on this form for a RETURN. We will email you once the return is completed and your card has been credited.

The 33-Off.com Customer Service Team.



RETURN / EXCHANGE INSTRUCTIONS

Hassle-Free Return. Pre-Paid Return Shipping

Allow our customers to return items hassle-free by providing them with a Pre-Paid Return Label. Return your unworn purchase within 90 days for a refund or exchange.

Return Instructions

- 1** Pack the item(s) securely in the original product packaging, if possible. Please include all paperwork, parts, and accessories. All products must be returned in new condition, to ensure full credit.
- 2** Complete the return reason questionnaire here. Remove the mailing label portion and include the remainder of the slip in the return package. Please do not tear the pre-paid mailing label down the middle perforation. The entire label must be used.
- 3** Affix the pre-paid label to the package. Before sending your return shipment, please remove all extra labels from the outside of the package.
- 4** Send your package via Canada Post by giving it to your postal carrier or dropping it at a local post office or mail drop point.
- 5** No Need to Worry, once you have sent your package to us, an account representative will ensure that the rest of the steps are completed correctly. We will email you a receipt confirming the credit!

*The cost of return shipping will be deducted from your refund - \$6.95 per package - No additional shipping costs.



90 day money-back guarantee

With 33-Off.com, 90 day return policy, there are no special catches or exceptions. All we ask is that you send the items back to us in the original packaging, and make sure that the merchandise is in the same condition.

- You have 90 days from reception of the product to return it.
- All products being returned must be in new condition and include any retail packaging, with all hang tags attached, manuals, or other included items to qualify for a refund or exchange.
- We undertake to then exchange or reimburse you the price of all the products.
- If it is after 90 days, you will need to process an exchange by contacting customer service, as long as the product is unworn.



Easy Exchange

If the color, size or other details do not suit you and you wish to exchange the product, we undertake (on the condition that the returned products are new, unworn and in their original packaging) to reimburse you and offer you the shipping costs of your new order.



Express Refund

Once your return is received and inspected by the fulfillment centers (usually within 10 days of receipt), your refund will be processed and a credit will be automatically applied to your credit card or original method of payment. This credit will not include any original shipping charges. You may also check the status of your return by logging into your account and viewing your order history. We will email you a receipt confirming the credit!