

RETURN AND EXCHANGE FORM

Instructions:

1. All returns must be accompanied by a copy of your invoice and this completed form.
3. Circle the parts you are returning on your invoice.
4. Please be sure to explain the reason for the return.
5. Enclose this completed form and send to:

CLEANLINESURF.COM RETURNS
60 N Roosevelt Dr
Seaside, OR 97138

Your Name:

Internet Order Number (found on your invoice):

Phone Number or E-mail:

Reason for Return:

What are you requesting ---> Refund Exchange

Original Method of Payment ---> Master Card VISA DISCOVER American Express Paypal

Last 4 Digits: _____ Exp Date: ____/____

REPLACEMENT ORDER:

Quantity	Item/Description	Price	Total

Customer service is our number one goal. We are always here to assist in your buying purchases but understand the need to return or exchange items purchased online.

If you are not completely satisfied with your products, you may return or exchange any Non-Sale items within 30 days of receiving your package. Sale or Clearance products may be returned within 14 days of receiving your package.

Items must be in original packaging, in as-new condition with the original tags, receipt, all warranty cards, manuals and accessories. Items not returned in this condition could be subject to a 10% restocking fee.

Please inspect all items upon arrival for errors or defects and contact us immediately if there is any loss or damage.

If it is our error that is the cause for your return, we will reimburse your shipping costs. (This is actual UPS Ground or USPS Priority

freight and will not include any packaging, preparing, or mailroom costs.) We will not reimburse for any Expedited Shipping: (i.e.; Overnight, 2nd Day or Air Shipping etc.)

After 30 days (14 days for sale products), please contact the manufacturer directly concerning warranty items. If you need help contacting or dealing with a manufacturer, contact us and we will act as mediator, but will not be responsible for honoring manufacturer warranties.

If you refuse shipment for any item, you will receive a credit less our cost of shipping for the item.

Please allow approximately 7 business days for your return to be processed once it has arrived. Please allow 2 billing cycles for refunds to appear on your credit card statement. If your exchange is not the result of an error on our part, our normal shipping rates apply.

If you receive a damaged shipment, contact the Shipping Agency (Le. UPS, Airborne Express, etc.) immediately, to file a claim. To file a claim, a representative of the agency must inspect the package in its original condition. If any further assistance is needed, please contact us.

* USPS Claims: Damaged and/or items missing can be filed immediately, but no later than 60 days from mailing date. The article, packaging and container must be presented to the Postal Service for damage claims. You may file a claim at any Post Office, Station, or Branch.

* UPS Damage Claims: Damage to a package can be reported by a shipper, recipient, or by UPS. After a damage inspection is performed by UPS, the shipper of record is contacted with the results. Depending on the results, the shipper can file a claim for the repair or replacement cost of the package contents up to the declared value. US destinations can be filed online, International destinations must call UPS.