

MERCHANDISE RETURN FORM



Thank you for shopping with Making Waves USA. We want you to be totally satisfied with your purchase. However, if there are any issues, you can return your purchase for a full refund to makingwavesusa.com.

The following terms and conditions apply :

- ❖ ITEMS CAN BE RETURNED WITHIN 15 DAYS OF THE ORDER SHIPMENT DATE ON ELIGIBLE ITEMS.
FINAL SALE ITEMS :
 - CUSTOMIZED ITEMS – includes any item with team name, team logo, or any additional personalization.
 - GRAB BAGS – grab bag suits are not eligible for return.
 - TECHNICAL SUITS – tech suits purchased at makingwavesusa.com are non-refundable.
 - All other items marked as “FINAL SALE” on the product page.
- ❖ ITEMS MUST BE IN NEW AND UNUSED CONDITION, ALL TAGS ATTACHED, AND IN ORIGINAL UNDAMAGED PACKAGING.
- ❖ PRODUCT EXCHANGE :
 - TEAM ITEMS – items purchased from a Team web page can be exchanged at the nearest Making Waves retail location for a size exchange only (exact item for item).
 - No returns can be made at a Making Waves retail location for items purchased on a makingwavesusa.com website.
 - No exchanges can be made on customized items.
 - NON-TEAM ITEMS – the quickest way to exchange an item is to place a new order and return the original item for a refund.
- ❖ INCLUDE COMPLETED MERCHANDISE RETURN FORM IN THE RETURN PACKAGE.
 - If approved, refund will be processed within 7 to 10 days of receipt at our warehouse location.
 - Shipping fees are NOT refundable.
 - Please email: info@makingwavesusa.com with any questions.

MAKINGWAVESUSA.COM
ATTN: RETURNS
4157 LYMAN DRIVE
HILLIARD, OHIO 43026

CUSTOMER INFORMATION

ORDER NUMBER: _____ NAME: _____

ADDRESS: _____

CITY: _____ STATE: _____ ZIP CODE: _____

EMAIL: _____ PHONE NUMBER: _____ TEAM: _____

ITEMS FOR RETURN:

| Item Name | Size | Color | Reason Code # | Reason For Return Codes |
|-----------|------|-------|---------------|--|
| | | | | 1. Wrong size 2. Wrong color 3. Changed mind 4. Defective 5. Other |
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