

Customer Name _____ Order # _____ Date _____

Ship your return/exchange to:

New Shipping Address (if necessary)

Customer Returns Dept.
 Village Hat Shop
 3443 India Street
 San Diego, CA 92103-5316

Address 1: _____
 Address 2: _____
 City: _____ State: _____ Zip: _____

Please select one:

Refund Exchange

RETURN REASON CODES		
1 - Too Small	5 - Changed My Mind	9 - Other (Please Specify):
2 - Too Large	6 - Defective	
3 - Wrong Color	7 - Not What I Expected	
4 - Wrong Item	8 - Gift, I Don't Like	

RETURNED MERCHANDISE:

Qty	Size	Color	Style #	Product Name	Reason Code	Price

MERCHANDISE WANTED FOR EXCHANGE:

Qty	Size	Color	Style #	Product Name	Price

New Credit Card / International Customer

Name on Card: _____
 Card Number: _____
 Expiration Date: _____ CVV Code: _____

Office Use Only	
Refund:	
Additional Charge:	
Total:	

How to Return/Exchange Merchandise

We will accept new and unworn merchandise within 30 days of receipt.

Damaged Merchandise

Please notify us immediately upon receipt of any damaged or defective merchandise by calling our customer service department toll free within the US at 1-888-847-4287, or 1-619-906-4440 for non-US customers, 7 days a week, 10am-5pm PT.

We will ship your exchange via Ground Service (free of charge within USA)

- For all other returns please complete the return form above.
- Carefully repack your order in the original shipping carton and ship back via USPS Insured Parcel, UPS Ground or FedEx Ground. Please keep the return shipment tracking information for your records.
- Wholesale orders, special custom orders, and embroidered headwear are FINAL SALES and NOT RETURNABLE
- AMAZON customers: Include the name of the original purchaser and the best method to contact you.
 We will refund your Amazon account within 2 weeks.

Your refund or exchange may take up to 3 weeks from the date of your return shipment.

International Customers will be responsible for paying all shipping charges on exchanges, please include payment info on the form.

In a Hurry? Try Our Quick Exchange Option

If you need to receive your exchanged hat sooner than 3 weeks: Place a NEW order for the hat(s) you would like online. When placing the order, enter the following into the ordering instructions at checkout: *This is an exchange order, please waive ground shipping for order # _____*. Then return the original order for a **REFUND**. Your refund may take up to 3 weeks from the date of your return shipment

Thank you for shopping at VillageHatShop.com