



FOR CUSTOMER SERVICE
PLEASE CALL
1-800-373-6248
OR VISIT US
ON OUR WEB SITE
www.frenchtoast.com

Where is the rest of my order?

For large orders, we may ship items in more than one box to avoid over-packing. As always, call us with any questions.

Why am I on backorder?

Our apologies! Occasionally, an item will be temporarily out of stock. We will ship your backordered items to you just as soon as we receive them. Should anything change, you will hear from us. If you would like to change your order, call us at 1-800-373-6248.

Our Guarantee

We want you to be completely satisfied with your purchase. If you are not, please return your unworn merchandise **within 90 days** of the ship date for an exchange or full refund.

NOTE: Embroidered items are not returnable

▼Please remove the top portion of this form here and retain for your records.▼

TO RETURN, PLEASE FOLLOW THESE STEPS

1. Fill in below the items to be returned or exchanged.
2. Choose a "REASON FOR RETURN" and enter its letter in the column below. Detach top portion of this form and retain for your records. After completing bottom portion of this form, please include that form in the package with your return/exchange item.
3. Affix the pre-paid label to the package. Drop off your package at your local UPS location. No postage is required. **A fixed shipping rate of \$6.95 will be deducted from your refund.** *If you prefer to use your own shipping method, please follow steps 1 & 2 and send your return to: **French Toast Returns**, 3379 Joseph Martin Highway, Martinsville, VA 24112. Please ship items via insured mail for your added protection.
4. If you made your purchase by credit card you will receive a credit to your charge account in one or two billing cycles. If you paid by check or money order, we will send you a refund check.
5. In case we need to reach you about your return/exchange, please print your e-mail address: _____ phone #: _____

PLEASE NOTE: We cannot accept returns of custom embroidered products unless the product or the embroidery are defective. All Bulk Orders require prior authorization for a return. Please call 1-800-636-3104 to get an RA#, or by email bulkordering@frenchtoast.com.

REASONS FOR RETURN

<u>TOO LARGE</u>	<u>TOO SMALL</u>	<u>QUALITY</u>	<u>GENERAL</u>	<u>SERVICE</u>	<u>DURABILITY</u>
A. length	F. length	K. fabric defect	O. not as pictured	S. arrived too late	X. excessive shrinkage
B. bust/chest	G. bust/chest	L. sewing defect	P. not as described	T. wrong item shipped	Y. faulty zipper
C. waist	H. waist	M. marked or soiled	Q. didn't like/changed mind	U. damaged in shipping	Z. other, please explain
D. hip, seat	I. hip, seat	N. other, please explain	R. ordered multiple sizes	V. duplicate order	_____
E. overall	J. overall	_____		W. order was cancelled	_____

ITEMS RETURNED

REASON CODE	DESCRIPTION	ITEM #	QTY	UNIT PRICE	TOTAL PRICE
TOTAL FOR RETURNED ITEMS					
(PLEASE ADD APPLICABLE SALES TAX) TAX					
REFUND TOTAL					