

Sports Paradise's Return Policy

Sports Paradise strives for customer satisfaction. If you are unsatisfied with your custom team product, please follow the instructions below.

RETURNS AND EXCHANGES

Defective Merchandise

We stand by the quality of all our team products and apparel. All defective merchandise is returnable to Sports Paradise. Upon inspection, we will replace it as quickly as possible if it is determined to be defective. If not defective, it will be returned to customer.

Sizing Issues

The type of team product you purchased may or may not be returnable due to sizing issues. Team products that have not been customized are returnable for credit or replacements. **However, team products that have been customized (i.e. your team's logo is on it) are not returnable for sizing issues.**

Return Procedure

- Merchandise must be returned in **NEW** condition.
- All labels, tags, or other items that came with the product must be returned with the item
- **Please include** a copy of our **RETURN FORM** with the item
- We recommend you return your item via UPS, FEDEX Ground or any other service that provides a tracking number. Do not return the item COD. COD packages cannot be received at our warehouse

Shipping charges are not refundable.

- Exchanges for size or color will have a replacement shipping charge for the new product
 - Exchanges for defective product there will be no shipping charge
 - Exchanges and refunds will be processed upon receipt of your return
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Return Form



Name: _____ Phone #: _____

Email: _____

Order #: _____ Purchase Date: _____

School: _____ Sport: _____

Item(s) being returned: _____

Exchange Credit

Reason for Return Pick one:

Size: if yes what would you like _____

Color: if yes what color would you like _____

Defective : if yes please explain what is defective

Would you like the defective item replaced with the same item? _____

Shipping Address for exchanged item:

Please include a completed copy of this form along with a copy of the original

invoice with the item(s) you are returning.