

**Customer Returns / Exchanges Form**

DATE

BILL\_TO NAME

\*ORDER NO.

DAYTIME PHONE NO.

EMAIL

(in case we need to contact you regarding your return / exchange)

RETURNS:

ITEM NO.	DESCRIPTION	COLOR	SIZE	QTY	PRICE	RETURN REASON CODE
					\$	

RETURN REASON CODES:

- |                      |                          |         |
|----------------------|--------------------------|---------|
| 1 Item is too small  | 5 Ordered multiple sizes | 9 Other |
| 2 Item is too big    | 6 Damaged in shipping    |         |
| 3 Do not like color  | 7 Construction flaw      |         |
| 4 Do not like design | 8 Shipping error         |         |

REPLACE / EXCHANGE WITH (please fill in this section for new items):

ITEMS NO.	DESCRIPTION	COLOR	SIZE	QTY	PRICE
					\$
REPLACEMENT / EXCHANGE TOTAL					\$
RETURNS TOTAL					\$
TOTAL					\$

(does not include tax and shipping fees)

PAYMENT (if exchange value is greater than original item, please charge my card as follows);

NAME ON CARD

VISA / MC \_\_\_\_\_ EXP DATE \_\_\_\_\_

American Express \_\_\_\_\_ EXP DATE \_\_\_\_\_

BILL-TO ADDRESS (if different from original order):

SHIP-TO ADDRESS (if different from original order):

NAME

NAME

ADDRESS

ADDRESS

CITY STATE ZIP

CITY STATE ZIP

PHONE

PHONE

Print the form and include it with your package. Returns / Exchanges will not be accepted without the form.

Please mail your package to:

BIT'Z KIDS (F.O. USA, INC.)  
Attn: Returns / Exchanges Dpt  
410 Columbus Avenue,  
New York, NY 10024

\*No delivery to P.O. boxes or APO / FPO addresses.