



Thank You for Ordering from Warehouse Skateboards!

Customer satisfaction is our goal with every purchase from Warehouse Skateboards. If for any reason you are not satisfied, simply return your purchase in its original packaging with your receipt within 30 days of your purchase.

Return Guidelines

Contact us before returning any products. Refunds are not issued on unauthorized returns or returns received after 30 days. All returns must include a completed Return Form and original packaging.

Please ship all returns to this address:

Warehouse Skateboards
Attn: Returns Dept.
1638 Military Cutoff Road, Suite 101
Wilmington, NC 28403

Non-defective products unopened, unused, and in new condition may be returned or exchanged.

Warehouse Skateboards is not responsible for shipping fees on returned or exchanged items. Orders shipped for free and returned for refund will be charged original shipping fees. The customer is also responsible for new shipping charges on exchanged products.

We try to stock products that match website images, but in some cases, manufacturers change the colors on products to provide options. Because colors may vary, so we are not responsible for items that may differ from images on the website.

Defective Products

You must contact us within 5 days of receipt of a defective product. All returns must include the completed return form. If the product is deemed defective by Warehouse Skateboards, a full refund will be issued, including shipping charges.

Shipping Errors

We strive for 100% accuracy with every order. In the event of shipping errors, please contact us immediately. We will promptly arrange for pick up of the incorrect items and send out a replacement product at our expense.

Manufacturer Money Back Guarantees

Warehouse Skateboards does not honor guarantees offered by product manufacturers. To purchase products covered under manufacturer's money back guarantees, contact the manufacturer directly.

Refunds

In order to receive a refund, your unused items must be returned with shipping prepaid and include a completed Return Form, original packaging, and original packing slip. Items that do not meet our return guidelines will be sent back to you.

Reimbursement of payment

Please allow 7-10 days for refunds to be processed. Your credit card will be credited in full for the defective product plus the shipping cost. Customers returning non-defective products will receive a refund less shipping fees.

Shipping and Handling

We DO NOT accept C.O.D's. Customers are responsible for return shipping charges. For your protection, we suggest you return your merchandise via FedEx, UPS, or insured Parcel Post.

For help processing a return, please contact our Customer Service Center:

Web: www.warehouse skateboards.com/customer-service
Phone: 877-791-9795



Warehouse Skateboards Return Information

Except for the reasons listed below, you may return any product within 30 days from the original ship date. Products must be returned in the original packaging within 30 days of invoice date for a refund of purchase price. Products returned not in new condition or not in original packaging will be returned to the customer at the customer's expense. Ramp plans, grip taped decks and assembled skateboards, including its parts, cannot be returned. Refer to our complete return policy (<http://www.warehouse skateboards.com/return-policy>) for more details.

Please contact for return authorization. Complete this form and include in box. Allow 7-10 days from the date of shipment for processing refunds, credits and exchanges. Refunds within 30 days will be issued in the form of original payment method.

Return packages must be sent shipping charges prepaid. No outgoing or incoming shipping charges will be refunded. COD Packages will not be accepted. It is recommended that all returns be insured and shipped with a carrier providing a method of tracking in the event the shipment is lost or damaged.

ORDER #: _____

REASON CODES

- | | | | |
|--|--|------------------------|-------------------------------|
| 10 Defective item (give details below) | 16 Error in ordering | 22 Not as described | 28 Other (give details below) |
| 12 Does not fit (give details below) | 18 Wrong item shipped (give details below) | 24 Did not order | |
| 14 Exchanging | 20 Did not like product (give details below) | 26 Damaged in shipment | |

Please list the items you are returning below:

Reason Code	Qty	Description	Price
Total			

Reorder/Exchange Items Below

Refund Merchandise Total

Qty	Description	Price
Total		

Special Instructions:

TYPE OF PAYMENT (For additional items or difference in price of exchanged items.)

Visa MasterCard Discover American Express

Name on Card _____ Card Number _____ Exp Date _____

Issuing Bank (For Visa or Mastercard) _____ Signature (As it Appears On Card) _____

ARRIVES DAMAGED/ERRORS

Call or email Customer Service to report damage. Please keep all shipping material until you are advised otherwise. We will advise how to proceed with the merchandise and arrange for a replacement. Be sure to enclose a copy of the shipping order with return.

LIMITED WARRANTY

Company will not be responsible for any damage or loss caused by delay, failure or any other consequential damage arising from any cause whatsoever, nor for the labor, transportation or any other charges incurred in the replacement or repair of a defective item. Warranty on all products, after installation or use, which are not manufactured by Company, are warranted according to the Manufacturer's terms and are not the responsibility of Company. All policies subject to change without notice.

Return Label

Use this label to return merchandise to Warehouse Skateboards using a traceable mailing method. Just print out this page, then cut out the label & affix to packaging, making sure to fill in your return address. You may then arrange for delivery with a shipping company that provides package tracking.



From:

Ship To:

Warehouse Skateboards

Attn: Returns Dept.

1638 Military Cutoff Road, Suite 101

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