

RETURN / EXCHANGE FORM

UCLASore.com

Return/Exchange Steps:

1. Fill out form, including *Returned Item* information.
2. Check box if refund preferred, or enter item requested as an exchange.**
3. Mail goods via **insured, signature required** method to:
 UCLASore.com Returns
 308 Westwood Plaza
 Los Angeles, CA 90095

Satisfaction Guaranteed:

If you are not completely satisfied, please return item(s) within 60 days of shipment. Returned items must be in a resalable, originally packaged condition, with tags attached. **Initial shipping fees are NOT refundable.** Please allow 2-6 weeks after we receive your returned package for return/exchange to be processed. **Exchanged items will be sent to original address free of shipping charges.** Refunds returned to card used to make purchase.

Name: _____

Address: _____

City: _____ State: _____ Zip: _____

Phone: _____ E-mail: _____

Sales Order No. (On packing list): _____

For items purchased at the UCLA Store on campus, please include a copy of your original receipt.

Reason Codes:

- A: Too Big
- B: Too Small
- C: Not As Expected
- D: Wrong Item
- E: Damaged*
- F: Other (include comment)

**If your item was received damaged or defective please call Customer Service:
 1 (800) UCLA-RAH/ 1-800-825-2724*

*Office Use
 Only*

CSR:

Date Rec.

Type:

Exch #.

Date Rung

RETURNED ITEM (What you're sending back)

Check if purchased using a gift card:

Reason Code	Item or SKU No.	Color	Size	Description	Qty.	Unit Price Paid

Comments:

EXCHANGE ITEM (What you want in return)**

No Exchange, just refund amount above:

Item or SKU No.	Color	Size	Description	Qty.	Unit Price	Balance Due

Comments:

****Although we try our best to fulfill your request, if the exchanged item is sold out, an automatic refund for your return will be issued.**

UCLA Store is not responsible for items you send back that get lost in transit. For your protection, insure and request signed proof of delivery on all returns.

Questions? Contact us Monday – Friday 9 am – 5 pm PST. 1(800)UCLA-RAH/ 1-800-825-2724, or via email at: [Bearwear@asucla.ucla.edu](mailto: Bearwear@asucla.ucla.edu)