



# RETURNS & EXCHANGE FORM

We want your shopping experience at Brony.com to be top notch! We pride ourselves on customer service and satisfaction. We hope you love each item you receive; if not, we're here to help. If you have any questions, please email us at returns@brony.com

**IF YOUR ORDER ARRIVES DAMAGED OR YOU BELIEVE IT TO BE DEFECTIVE**

Please save the original packaging and damaged goods and contact via email at returns@brony.com

We accept returns\* postmarked within 15 days from the date your package is delivered to you, from us.

- Returns must be received unworn, unwashed, not dried in the dryer and in new condition.
- Briefs and Underwear items may not be returned or exchanged.
- Items returned with makeup, deodorant, perfume, or similar product stains will be shipped back to you and are subject to additional shipping costs.
- Items that smell strongly of smoke, are covered in pet/human hair or have the size/tag cut or torn out are not returnable under any circumstance.

Refunds are issued to the original form of payment within 7 to 14 business days of receiving your return. The buyer is responsible for ALL shipping & handling fees for items returned to us. We do not refund shipping fees.

To return an item(s) follow these steps:

1. Fill out the return portion of this sheet. **Your order ID number is required for processing your exchange/refund.**
2. Items should be folded and packaged in a manner that protects them. We reserve the right to assess any damage incurred during return shipment and to refuse such items if necessary. Please do not use staples to close the return package.
3. Mail the merchandise back to us using the shipping method of your choice. If you are requesting an exchange, **BRONY.COM** will ship the exchanged item(s) **free** of charge to the original shipping address using our standard method of shipping.
4. Our return address is:

BRONY.COM  
 ATTN: RETURNS  
 3160 Ridgeway Ct.  
 Commerce Twp, MI 48390

\*If an item is returned for a refund, only the cost of the merchandise will be refunded.  
 NOTE: Orders that are refused will be charged the original shipping.

NAME \_\_\_\_\_ DATE \_\_\_\_\_  
 ORDER # \_\_\_\_\_ EMAIL \_\_\_\_\_

### I AM RETURNING:

Product Name	Qty	Color	Reason Code	Return or Exchange
				<input type="checkbox"/> Return <input type="checkbox"/> Exchange
				<input type="checkbox"/> Return <input type="checkbox"/> Exchange
				<input type="checkbox"/> Return <input type="checkbox"/> Exchange
				<input type="checkbox"/> Return <input type="checkbox"/> Exchange

Please let us know how we can improve. What is your reason for return?

- |                        |                     |                 |
|------------------------|---------------------|-----------------|
| 1 - Wrong Item Shipped | 4 - Not as Expected | 7 - Too Large   |
| 2 - Wrong Size Shipped | 5 - Poor Fit        | 8 - Too Small   |
| 3 - Defective Item     | 6 - Changed Mind    | 9 - Other _____ |

### EXCHANGING FOR:

Product Name	Item # <small>if available</small>	Qty	Size	Price

If there is a price difference due to you for a product sent back for an exchange, we will refund your original method of payment.

If there is a balance due to us, please indicate the method of payment you are using:

- Check or Money Order (made out to TVStoreOnline.com in US Dollars)     Send a request for payment to my PayPal account email: \_\_\_\_\_  
 Charge the credit card on file     Charge to new card below:    Visa    MasterCard    American Express    Discover

Card# \_\_\_\_\_ Expiration Date \_\_\_\_\_ Signature \_\_\_\_\_