

Gongshow Gear EXCHANGE / RETURN instructions

SALES ORDER / PAYPAL TRANSACTION / REF # _____ RMA # _____

Sales merchandise (Locker room clear-out) is final sale.

Unwashed, unworn or defective merchandise may be returned within 45 days after delivery for a refund, before 60 days for an exchange, or store credit before 90 days. NOTE: ITEMS RETURNED THAT DO NOT MEET THESE CRITERIA WILL NOT BE SENT BACK. PLEASE ENSURE ALL ITEMS RETURNED HAVE THEIR ORIGINAL TAGS ON THEM.

Procedure for return

1. Please email to sales@gongshowgear.com or call office at (613) 792-1520 to acquire a **RMA** (Return Merchandise Authorization) # and fill out your original sales order / paypal transaction / ref # in the space provided above.
2. Pack your return securely in the original package if possible. Be sure to include this form with all necessary information.
3. For **Canadian Residents** only, we offer regular parcel **prepaid** postage via Canada Post. Download and print it at <http://gongshowgear.com/download/ReturnLabel.pdf>. Fill out the FROM information, tape the label on the outside of the package, and take it to the post office.

Procedure for exchange

1. Please email to sales@gongshowgear.com or call office at (613) 792-1520 to determine if the item(s) you want exchanged is still in stock. In a case where your item is not available, you may exchange it for another style, or return the merchandise (see Procedure for return). Fill out the **RMA #** along with your original sales order / paypal transaction / ref # in the space provided above.
2. Pack your item securely in the original package if possible. Be sure to include this form with all necessary informations.
3. For **Canadian Residents** only, we offer regular parcel **prepaid** postage via Canada Post. Download and print it at <http://gongshowgear.com/download/ReturnLabel.pdf>. Fill out the FROM information, tape the label on the outside of the package, and take it to the post office.

We recommend that all returns and exchanges be sent via a traceable carrier such as Canada Post, Purolator, USPS, UPS, or FedEx. Gongshow Gear is not responsible for packages not received if sent via a non-traceable carrier. Returns and exchanges must be returned prepaid; we do not accept C.O.D deliveries. Your **RMA #** should be marked clearly on the outside of the package envelope or box as well.

Status of Return and Policy

Returns mailed to Gongshow Gear may take up to two to three weeks to process after you have mailed it. Once processed, a credit will be issued to the credit card, interact, or pay pal used for the original purchase. You will receive a notification of a refund via email and may take up to 48 hours for it to appear on your credit card transaction statements.

You may return / exchange gongshowgear.com purchases by mailing your package to one of our distribution warehouses below only AFTER AN **RMA #** has been ISSUED:

Canada Location

Gongshow Gear
Attn: Return / Exchange
1570B Carling Ave
Ottawa, ON – K1Z 7M4

U.S Location

A.N Deringer Inc.
c/o Gongshow Gear
800 Proctor Ave
Ogdensburg, NY - 13669

For **Returns**, you will be credited for the cost of the items and applicable taxes. Shipping charges will not be refunded. For exchanges, you pay for the return and we will pay to ship the exchanged item(s) back to you.

For **Exchanges**, your shipping addressed will be confirmed at the time your RMA is issued. Please indicate a different address at this point if you would like your exchange shipped to another location than the original. * NOTE: If you want your exchange as quick as possible we recommend you purchasing the size you want online and then return the original size as a refund / store credit.