



Splash Multisport
 205 N Federal Ave
 Mason City, Iowa 50401
641-201-1034
866-987-SWIM
www.splashmulti.com

RETURN & EXCHANGE FORM

Instructions:

1. All returns and exchanges must be accompanied by this form and your receipt.
2. Please be sure to explain the reason for your return.
3. We do not keep credit card numbers on file, so please provide a phone number we can reach you should you require a return credit on your credit card.
4. Enclose this completed form and send package to:
Splash Multisport
 Attn: Returns
 205 N. Federal Ave.
 Mason City, Iowa 50401

Please Print Legibly:

Your Name: _____

Online Order Number: _____

Best Phone Number to Contact You: _____

What are you requesting:

- Return
- Exchange

Reason for Return or Exchange:

All returns and exchanges must be accompanied by our Return & Exchange Form. Please follow all instructions.

Personalized and/or customized items are not returnable.

Customer service is our number one goal. We are always here to assist in your purchases, but understand the need to return or exchange items. If you are not completely satisfied with our products, you may return or exchange **non-customized items** within 30 days of the date on the receipt. Items must be in original packaging, with the tags still on and must be accompanied with your receipt and our Return & Exchange Form.

We reserve the right to refuse any merchandise that has no tags or has obviously been mistreated (i.e. improper fit, usage, washing and/or drying or material flaws from zippers, lotions or the pool deck). The original sales slip is required for all returns & exchanges.

If you are exchanging an item, we will need to contact you and charge \$7.50 for the cost of shipping out your exchanged item(s) to you. If your original order was placed on our website and was shipped for free and the item(s) you are returning brings your original order total back under the amount that qualifies for free shipping, a \$7.50 shipping charge will be deducted from your refund.

Please allow approximately 7-10 business days for your return to be processed once it has arrived. Please allow 2-4 weeks for refunds to appear on your credit card statement.

Please keep in mind that we do not keep credit card numbers on file. We will be contacting you, should you need a refund.