

THANK YOU FOR SHOPPING WITH US

HOW TO RETURN MERCHANDISE:

REASON CODE

- 10 Did not fit
- 11 Marked or soiled
- 12 Part missing
- 13 Does not work
- 14 Arrived too late
- 15 Wrong item shipped*
- 16 Damaged in transit**
- 17 Cancelled order
- 18 Duplicate order
- 19 Returning a gift
- 20 Changed mind
- 21 Defective
(please explain in
comments section)

IF YOU WANT TO RETURN AN ITEM FOR EXCHANGE OR REFUND, FOLLOW THESE INSTRUCTIONS. *THERE IS NO NEED TO CALL FIRST.*

- All sales are final on international orders; purchaser is responsible for duties and taxes.
- Returns must be made within 30 days of receipt of package.
- We do not accept returns on made to order items or custom products.
- THIS STEP IS NOT NECESSARY IF YOU KEPT THE PACKING SLIP THAT CAME IN YOUR PACKAGE: Complete the name and address fields on form **on the following page** to which you want your exchange or refund returned. This section is very important if the shipping address is different than the billing address.
- Complete the ORDER SUMMARY section with the item(s) you are returning.
- Indicate EXCHANGE or REFUND by checking the appropriate column.
- Choose and enter the most appropriate reason code (see reason code box aside).
- Enter the quantity returned.
- Use the EXCHANGE FOR section to order replacement items or order additional merchandise.
- Place the completed form in the package with the merchandise you are returning.
- Cut out and tape the return label (following page at bottom) to your package.
- Send your package via UPS or US Mail (parcel post). For your protection, insure the package for its full value.
 - If we made a mistake on your order, your return surface shipping charge will be reimbursed.
 - Additional shipping and processing fees charged by packaging centers will not be reimbursed.
 - Packages must be prepaid. Packages returned C.O.D. will not be accepted.
- Keep your shipping receipts until you have received credit for your return. We reserve the right to require proof of return shipment, in the form of a receipt, to credit your account.
- Your refund will be issued in the payment method it was received.
- For exchanges, replacement items that are in stock should reach you in 2-3 weeks.

Items that are non-refundable: Made to Order Items, Clearance Items, Miniature Flags & Accessories, Gift Certificates, Worn Apparel and Accessories

* For orders shipped incorrectly and you have time-sensitive issues, call 800-445-0653 and press 3 for a service representative.

** Items damaged in transit must be reported within 48 hours of receipt of package.

EXCHANGE/RETURN FORM

Order Number: _____ (if known)

Order Date: _____

Customer Number: _____ (if known)

Sold to: Customer Name _____
 Company _____
 Address _____
 City, State, Zip _____
 Phone _____

Bill to: Customer Name _____
 Company _____
 Address _____
 City, State, Zip _____
 Phone _____

**PLEASE SEE THE BACK OF THIS FORM FOR EXCHANGE/RETURN INSTRUCTIONS AND INFORMATION.
 View past orders and re-order on the web: <http://www.FlagandBanner.com/account/login.asp>**

ORDER SUMMARY

QTY	SHIP	BKORD	ITEM #	DESCRIPTION	SIZE/COLOR	PRICE	FOR EXCHANGE/REFUND USE:			QTY
							REASON CODE	EXCHANGE	REFUND	
								<input type="checkbox"/>	<input type="checkbox"/>	
								<input type="checkbox"/>	<input type="checkbox"/>	
								<input type="checkbox"/>	<input type="checkbox"/>	
								<input type="checkbox"/>	<input type="checkbox"/>	
								<input type="checkbox"/>	<input type="checkbox"/>	
								<input type="checkbox"/>	<input type="checkbox"/>	
								<input type="checkbox"/>	<input type="checkbox"/>	
								<input type="checkbox"/>	<input type="checkbox"/>	
								<input type="checkbox"/>	<input type="checkbox"/>	
								<input type="checkbox"/>	<input type="checkbox"/>	
								<input type="checkbox"/>	<input type="checkbox"/>	
								<input type="checkbox"/>	<input type="checkbox"/>	
								<input type="checkbox"/>	<input type="checkbox"/>	
								<input type="checkbox"/>	<input type="checkbox"/>	

EXCHANGE FOR

QTY	ITEM NUMBER	DESCRIPTION	SIZE	PRICE

**REPLACEMENT ITEMS THAT ARE IN STOCK SHOULD REACH YOU IN 2-3 WEEKS.
 THE APPROPRIATE CREDIT OR REFUND WILL BE ISSUED WHEN YOUR RETURN IS PROCESSED.**

**SHIP TO: FlagandBanner.com
 Customer Returns
 800 W. Ninth Street
 Little Rock, AR 72201**

Please check if: EXCHANGE RETURN

If additional payment is due, select a payment option:
 Check # _____
 Visa MasterCard Discover American Express/Diner's Club
 Card Number _____
 Expiration _____ CVN (3-digit number on back of card) _____
 Name on Card _____
 Signature _____
 Day phone (___) _____ Evening phone (___) _____

COMMENTS: _____

