HOW TO RETURN MERCHANDISE:

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.
### ORDER SUMMARY

<table>
<thead>
<tr>
<th>QTY</th>
<th>SHIP</th>
<th>BKORD</th>
<th>ITEM #</th>
<th>DESCRIPTION</th>
<th>SIZE/COLOR</th>
<th>PRICE</th>
<th>FOR EXCHANGE/REFUND USE:</th>
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### EXCHANGE FOR

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<th>QTY</th>
<th>ITEM NUMBER</th>
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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.

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 (__) ___________