



The House 30 Day Exchange/Refund Form

300 S. Owasso Blvd • St Paul, MN 55117
Phone: 866-243-6932

Thanks for your order. We appreciate this opportunity to serve you.

Returns and Exchanges:

1. All returns/exchanges of unused items must be returned to us within 30 days of purchase. We will not accept used returns or exchanges.
2. Return via Fed Ex Ground, UPS Ground or US mail insured with tracking capability. (CODs not accepted)
3. Include copy of original invoice and this form with your return.
4. Refund will be issued to the credit card used on the original order.
5. Please allow 2 weeks for your credit card refund to appear.
6. Special order items are not returnable/exchangeable.
7. For all items returned without all original hardware (eg: missing fins, screws, mounting plates, binding hardware, etc.), you will be charged for the missing items.
8. The House will waive its regular delivery charges on exchanges.
9. Credit card exchange orders can be processed quicker by placing your new order by phone or online. We will refund your card when we receive the returned merchandise.

Customer # _____ Order # _____

Name _____ Daytime Phone # _____

Address _____

City _____ State _____ Zip _____

Please include Credit Card information if exchanged item is an additional cost.

CARD # _____ EXP _____ CVV2 _____

PLEASE ENTER A "REASON CODE" FROM THIS LIST.

****If you choose Reason Code A because the wrong item was shipped to you, please call us first and tell us what happened.***

| REASON CODE | REASON | REASON CODE | REASON | REASON CODE | REASON |
|-------------|-------------------------------------|-------------|----------------------------------|-------------|---------------------|
| A* | Wrong Item was Shipped to me* | F | Color Different than on the web | K | Damaged in shipping |
| B | Didn't Fit Right | G | Manufacturer Defect | L | Duplicate Order |
| C | Too Large | H | Merchandise was marked or soiled | M | Other |
| D | Too Small | I | Merchandise is of poor quality | | |
| E | Color Different than in the catalog | J | Arrived too late | | |

Returning Item for Refund

Returning Item for Exchange

Returning Item for Credit. Already placed order for exchange.

Item Being Returned

| REASON CODE | ITEM # | ITEM DESCRIPTION - COLOR - SIZE | PRICE |
|-------------|--------|---------------------------------|-------|
| | | | |
| | | | |
| | | | |

Exchange for Item

| ITEM # | ITEM DESCRIPTION - COLOR - SIZE | PRICE |
|--------|---------------------------------|-------|
| | | |
| | | |
| | | |

To help us improve our web site, catalog information and our service to you, please tell us why you are returning the merchandise you ordered. If there is any additional information regarding the aspects of our service or merchandise quality you think we should be aware of, please take the time to let us know.