| Bas Bleu | Catalog Classics | Floriana | Signals | Support Plus | What on Earth | Wireless |
|-------------------|--------------------------|-----------------------|-------------------|----------------------|-----------------------------|-----------------------------|
| Customer Service: | Customer Service: | Customer Service: | Customer Service: | Customer Service: | Customer Service: | Customer Service: |
| 1.888.557.2647 | 1.877.286.1565 | 1.866.846.1668 | 1.800.669.5225 | 1.866.553.8875 | 1.800.441.2242 | 1.800.687.9250 |
| shop@basbleu.com | shop@catalogclassics.com | shop@shopfloriana.com | shop@signals.com | shop@supportplus.com | shop@whatonearthcatalog.com | shop@thewirelesscatalog.com |

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Customer Service Representatives are available Monday - Friday 9am - 9pm ET and Saturday 9am - 5pm ET

OUR GUARANTEE:

Our goal is for you to be thrilled with your purchase. If your purchase does not meet your expectations we will promptly exchange it or send you a refund. **RETURNS AND EXCHANGES:**

*Upon receiving your order, please verify the contents immediately against the items marked as shipped on the front of this form. If you did not receive the correct item(s), received damaged merchandise or have a question about the status of items being shipped separately, please contact our Customer Service Department.

*Most items may be returned for exchange or refund at any time. As you would expect, personal care items, intimates and footwear must be returned in original unworn condition, within 60 days. Please try on your footwear inside on a carpeted surface before wearing outdoors. Personalized items cannot be cancelled or returned. However, if your personalized item arrives damaged we will gladly send you a replacement.

RETURNS INSTRUCTIONS:

1. Fill out the returns form below completely. 2. Carefully repackage the merchandise and be certain to include the return form. 3. If your package was damaged in transit, save the original packaging and contact our Customer Service Department immediately. 4. The best method for returning the package to us is outlined below:

Smart Label

RETURNING YOUR PACKAGE USING THE PREPAID SMARTLABEL®

Most of our shipments include a postage-paid pre-addressed SmartLabel® for your convenience. To use the optional SmartLabel® service, simply affix the label to your return package. This label doesn't require any out-of-pocket money or insurance. Your package can now be inserted into the U.S. Mail at home, your office or any Post Office. The purchase price of the merchandise will be credited back to your original method of payment and a flat fee, which is listed on the front of this form will be deducted for the use of the SmartLabel®.

Please note: If you use the SmartLabel® for an item exchange, you will need to include payment for SmartLabel® service by check, money order or authorize us to bill your credit card.

RETURNING YOUR PACKAGE USING THE CARRIER OF YOUR CHOICE

In some cases, a pre-addressed Return Label has been printed on the opposite side of this form. If you live outside the contiguous 48 states, have an APO/FPO address or prefer to pay your own shipping, you can use this label and send your return package to the address below. We recommend you use a traceable form of delivery and insure your package for your protection. We cannot accept package shipped C.O.D.

Returns sent without using a SmartLabel® should be directed to:

Returns Department 5581 Hudson Industrial Pkwy Hudson, OH 44236





| Item # | Size | Qty | | I am Returning: D | escription | Reason Code | Price | [Circle One] |
|--------------|---|-----|--|---|---|--|------------|--------------------------------------|
| | | | | | | | | Exchange Refund |
| | | | | | | | | Exchange Refund |
| | | | | | | | | Exchange Refund |
| Return Codes | 3. Item Defective 5. Quality Not As Expected 6. Too Big | | | 7. Too Small 8. Color Not As Expected 9. Arrived Too Late | 10. Wrong Item Shipped 14. Not as advertised 18. Changed mind | 52. Shoes Too Wid 53. Shoes Too Nar 54. Difficult to Use | row 99. Ot | op 65 ther (please specify below) |
| Commontes | | | | | | | | |

Comments: .

| ltem # | Size | Qty | Please Exchange For: | | | | | | | | | | | | | Price | | | | | | |
|---|------------|-------------|----------------------|--------|-------|-------|-------|-------|------|------|--------|--------|------|-------|------|-------|--|--|--|--|--|---|
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| If there is a p | ayment du | e, please e | nclose a cl | neck o | r com | plete | e the | follo | wing | crea | dit ca | ard in | form | atior | n: | | | | | | | _ |
| Daytime Phone Number: () [In case we need to contact you about your return] | | | | | | | | | | | | | | | | | | | | | | |
| Comments: _ | | | | | | | | | | | | | | | | | | | | | | |
| Payment: che | eck one: 🗌 | | NasterCard | | ИЕХ | | OVU | S/DIS | COVE | R | | | | | Exp. | Date | | | | | | |
| Do Not Send Cash | | | | | | | | | | | | | | | | | | | | | | |

Authorized Signature

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