



RETURNS AND EXCHANGES

CUSTOMERS MUST EMAIL SPIRITSTORE@DAVENPORT.EDU TO GET RETURN AUTHORIZATION PRIOR TO SENDING ANY ITEMS BACK

NAME	STUDENT ID	ADDRESS	ORDER #	CONTACT INFO

1. I AM RETURNING:

ITEM #	SIZE	COLOR	DESCRIPTION	QUANTITY	PRICE EACH	TOTAL \$

Shipping will not be refunded unless the product is damaged or defective.

RETURN DOLLAR AMOUNT	
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REASON FOR RETURN (Please circle all that apply)

Does Not Fit Defective Other/Explain: _____
 Wrong Item Sent Changed Mind _____

2. PLEASE EXCHANGE FOR:

ITEM #	SIZE	COLOR	DESCRIPTION	QUANTITY	PRICE EACH	TOTAL \$

MERCHANDISE TOTAL	
ADD: SHIP/HANDLING	
LESS: RETURN (ABOVE)	
EQUALS: (TAXABLE AMOUNT)	
SALES TAX (IF MI OR IN RESIDENT)	
TOTAL DUE	

3. PLEASE CHECK THE APPROPRIATE BOX:

Exchange Refund

We will contact you for any additional payment if needed

4. PAYMENT:

If additional payment is needed for exchanged items you will be contacted to arrange payment

Return Address:
 Attn: Authorization #
 Davenport University Spirit Store
 6191 Kraft Ave.
 Grand Rapids, MI 49512

5. PREPARING YOUR RETURN:

Use these steps if you changed your mind or the merchandise does not fit.

1. Contact spiritstore@davenport.edu for return authorization.
2. Use the original or other strong packaging.
3. Insert this completed form.
4. Insert a copy of the sales receipt
5. Pack and tape your package securely
6. **Attach your own shipping label (Shipping costs are the responsibility of the shipper)**
7. For your protection ship package via a trusted shipping provider

Use these steps if the product is defective or the wrong item was sent.

1. Contact spiritstore@davenport.edu for return authorization and shipping return label
2. Use the original or other strong packaging.
3. Insert this completed form.
4. Insert a copy of the sales receipt
5. Pack and tape your package securely
6. Complete and attach return label provided. (Shipping costs are waived)
7. For your protection ship package via a trusted shipping provider

TERMS OF SALE AND GENERAL POLICIES:

RETURNS - Merchandise ordered on our website may be returned or exchanged within 30 days of the original purchase. Electronics will not be eligible for return or exchange once opened. Please include a copy of the sales receipt and complete this return form. The customer is responsible for any shipping charges that may apply unless the product is defective or the wrong item was shipped. If this criteria is met, shipping costs will be waived at no additional charge. Clearance or closeout items may not be available for exchange. The Davenport University Spirit Store reserves the right to deny any return or exchange.

CONTACT US - For any questions or concerns regarding shipping or the return policy please contact 616-732-1207 or e-mail SpiritStore@davenport.edu