

Merchandise Return Form

30-Day Money Back Guarantee

Products are offered with a 30-Day Money Back Guarantee. This guarantee includes the purchase price of the product(s) plus any applicable sales tax collected only and is not extended to any shipping and handling fees that may have occurred. Products must be returned in new, unworn condition with all original product tags intact. We guarantee the product to be delivered in satisfactory condition after which any issues concerning quality, wear, or defective workmanship are solely the responsibility of the manufacturer. Returns or Exchanges cannot be granted on any special-order products, hot-market items (bowl, championship, etc.), customized products, sale items, intimate apparel, or products that have been worn and/or washed.

We need your order number to appropriately process the return request.

PLEASE CHECK ONE OF THE FOLLOWING ACTIONS:

- ☐ **Refund to Original Payment Method.** **Note:** We do not offer exchanges. If you would like a different item, please place a new order directly on our website. <http://www.theblackandgoldshop.com/>
- ☐ **Return Damaged or Incorrect Item:** If you received a damaged or incorrect item and would like a replacement, please **Contact Customer Service** before returning your merchandise.
- ☐ **Return Gift:** If you received this item as a gift, please provide your contact information below. Your return will be processed as a merchandise credit for use on future purchases with us. Our Customer Service Team will email you instructions on how to use your merchandise credit as soon as your return is processed.

Note all refunds will be credited to the Credit Card used at time of purchase, or a Gift Card if return has passed our 30-Day Policy

CUSTOMER INFORMATION

Order Number: #	
Name:	
Address:	
City/State/Zip:	
Phone Number:	
E-mail:	

ITEM(S) BEING RETURNED

Product SKU	Quantity	Size	Description	Return Code

Return Codes

- | | |
|--|--|
| 01: Did not fit, too small
02: Did not fit, too large
03: Changed mind
04: Did not like
05: Damaged
06: Wrong item sent
07: Wrong item ordered | 08: Wrong size sent
09: Wrong size ordered
10: Gift – did not like / already have
11: Received too late
12: Ordered too many
13: Quality
14: Not as pictured |
|--|--|

RETURN PRODUCTS TO:

The Black and Gold Shop
Attn: Returns Department
4450 48th Ave Ct
Rock Island, IL 61201

Please package merchandise securely, we cannot be responsible for items damaged or lost when returned.