

**TOTAL HOCKEY**Exclusive Ice Hockey Equipment Retailer of USA Hockey **Customer
Return/Exchange
Form**

**No need to call or email for a return! Just fill out the form below.
It's as Easy as 1.2.3!!!**

All returns must meet these requirements or the merchandise will be returned:

- The merchandise must be **unused** and in its original, undamaged packaging within **90** days of purchase. For example, sharpened ice skates, worn gloves, taped sticks are strictly prohibited from being returned.
- **Do not use** the original manufacturer's packaging (i.e. skate box) as the sole return shipping box. Any package returned with shipping labels attached to it will be denied.
- Custom ordered merchandise is **NOT** returnable or exchangeable under any circumstance.
- Please allow 5-10 business days for processing.
- **PLEASE DO NOT SEND DEFECTIVE OR BROKEN STICKS.** All stick warranties go directly through the manufacturer.
- **Please note: Jocks, girdles & underwear are not returnable/exchangeable for any reasons except for shipper error.**

Step 1 Name: _____ Type of card: Card #: _____
 Phone #: _____ Visa
 Order #: _____ MC Exp. Date: ____/____
 Returned item(s): _____ Discover
 _____ Amex Verification Code: _____

(any additional price difference plus shipping will be charged to the above credit card)

Step 2 **REFUND** **OR** **EXCHANGE** Please exchange this item for:

- Credit my Card
 Issue a store Gift Card

REASON FOR RETURN

- Wrong Item
 Changed Mind
 Wrong Size
 Damaged/Defective
 Please Explain: _____

 Model: _____ Description: _____ Size/Pattern: _____ Color/Hand/Flex: _____

Please note: If your selection is out of stock we will call or email to inform you.

**Breakaway Platinum Members Please call 866-929-6699 for your FREE prepaid return shipping label.
 Not a Platinum Member? Visit Totalhockey.com and learn how you too could take advantage of our
 Platinum Breakaway Membership Benefits.**

Step 3 Please use the label below to return package. Send package back by UPS, FedEx, or USPS.
 For your protection please insure package's value.

**Total Hockey
 Attn:Returns
 3120 Riverport Tech Center Dr.
 Maryland Heights, MO 63043**