

RETURN / EXCHANGE FORM

For the holidays we have extended our refund policy through January 31, 2024.

We hope you dig your new pieces as much as we do, but if for some reason you need to make a return, no problem! We are here to make returns and exchanges quick and easy for you, just follow the instructions below!

Online Returns at any Earthbound Trading Co. Store

All returns, refunds, and exchanges must be accompanied by proof of purchase (physical, digital or gift receipt or invoice) and may be brought to any Earthbound Trading Co. location within 30 days of purchase. All merchandise must be in new condition, un-worn, undamaged and with original tags attached. Shipping and handling are nonrefundable. There are no refunds on Gift Cards or final sale items ending in \$.94

- Bring your items to any Earthbound Trading Co. location
- Once items are received, the request will be processed in 3-5 business days
- Refunds will be issued in the same form of payment as the original purchase
 - If the original payment method is unavailable, a Gift Card will be issued
 - There are no cash refunds for online purchases
- All Online returns/exchanges must be completed within 30 days of delivery
 - If the return is outside of the 30 days, funds will be returned in the form of a Gift Card for the current retail value
- If exchanging in-store, only an exchange for a different size of the same product will be honored

Returning Items by Mail

If you are a registered customer, you can begin your online return by logging into your account at earthboundtrading.com and going to "My Orders." Select the order number that includes the item you would like to return and click "Return" at the top. You may then select the item(s) you would like to return and submit. A customer service agent will confirm your requested return within 1-2 business days. Once your return is confirmed/approved, you may mail your item back per the instructions below.

- You are responsible for shipping and payment of mailing the items to Earthbound Trading Co. HQ (address below).
 - Please include a copy of your invoice and designate the desired action per item (return or exchange)
- Once items are received, the request will be processed in 7-10 business days
- Refunds will be issued in the same form of payment as the original purchase
 - If the original payment method is unavailable, a Gift Card will be issued
 - There are no cash refunds for online purchases
- All Mailed returns/exchanges must be postmarked no later than 30 days from the original delivered date.
- If exchanging online, only an exchange for a different size of the same product will be honored

If you do not have an account, you are welcome to mail in your In-store purchase, but please contact websales@earthboundtrading.com to confirm if it is eligible for a refund before sending our way! These refunds can take up to 7-10 business days in order to be reviewed and processed.

Restrictions

- Purchases made in-store can be returned/exchanged online only if the merchandise is an existing online item. **Please contact Guest Service for availability
- Items with inventory unavailable for exchange will be refunded
- If returned without contact, online purchases mailed for return must be postmarked within 30 days of delivered date. Please include a copy of your invoice and designate the desired action per item (return or size exchange of same item). Send to address using the enclosed form below.
- Clearance items ending in \$.94, or marked as such in the item description are not eligible for return.
- Clearance items purchased with additional promotional discounts are not eligible for return or exchange
- Clearance items that are no longer featured on the site are not eligible for return or exchange.
- Some promotional items are subject to refund value only (calculated discount based on free items accompanying paid items. For example, "Buy two, get one free.")

Enclose this completed form and ship returns to the address below. Please include a copy of your invoice and designate the desired action per item (return or exchange)

Attn: WebSales
 Earthbound Trading Company
 4051 Freeport Parkway, Suite 400
 Grapevine, TX 76051

Name: _____

Order # _____ Order Date: _____

Item #	Description	Exchange or Return		Reason for Return
		(Circle One)		
		Exc	Ret	
		Exc	Ret	
		Exc	Ret	
		Exc	Ret	
		Exc	Ret	
		Exc	Ret	

For internal use only:

Action Needed _____ Mkdn Item? _____

PM Date: _____ Credit Memo Date _____ Retail Pro Trans # _____ Initial _____