



REFUNDS AND EXCHANGES FORM

TERMS

- To get a refund or to exchange items, you must return the items during the Warranty Period.
- Shipping charges are NOT refundable.
- Refunds are made only to the original purchaser, and re-paid via the original payment method.
- For refunds, **all package contents received in the original package must be returned.**
- For INTERNATIONAL ORDERS ONLY, requests for refunds should be submitted via this form, while replacement items should be ordered separately through the x-strap.com website.
- No return authorizations and no re-stocking fees when items are returned within the Warranty Period.
- The Warranty Period is based on location (USA/INT'L), product, and on the date of your receipt.
- *Merchandise postmarked after the Warranty Period has expired will NOT be processed, will NOT be returned to you, and we will NOT notify you if this happens.*

HOW DID YOU ORIGINALLY PAY? X-STRAP.COM PAYPAL AMAZON CHECK / MONEY ORDER

| | | | | | |
|----------------|--|-----------------------------|---------|---------------------------------|----------|
| TODAY'S DATE > | | DATE ON RECEIPT > | | | |
| | | WARRANTY PERIOD FOR REFUNDS | | WARRANTY PERIOD FOR PARTS REPL. | |
| PRODUCT | | U.S.A. | INT'L | U.S.A. | INT'L |
| ALL PRODUCTS | | 30 days | 45 days | 90 days | 120 days |

| SHIPPING CHARGES NOT REFUNDABLE!!! | | | REFUND | OR EXCHANGE (USA Only) | | |
|------------------------------------|-----|---------------|----------------------|-------------------------------------|-----|---------|
| ITEM(S) BEING RETURNED | QTY | MDSE. \$ PAID | CHECK (✓) FOR REFUND | REPLACEMENT ITEM(S) (FREE SHIPPING) | QTY | \$ COST |
| | | \$ | | | | \$ |
| | | \$ | | | | \$ |
| | | \$ | | | | \$ |
| TOTAL RETURNED > | | \$ | | TOTAL EXCHANGED > | | \$ |

- IF NO EXCHANGE ITEM IS LISTED WE WILL SEND YOU A REFUND FOR ITEMS RETURNED.
- IF TOTAL \$ RETURNED IS GREATER THAN TOTAL \$ EXCHANGED, WE WILL SEND YOU A REFUND FOR THE DIFFERENCE.
- IF TOTAL \$ RETURNED IS LESS THAN TOTAL \$ EXCHANGED, PLEASE INCLUDE A CHECK OR MONEY ORDER FOR THE DIFFERENCE, PAYABLE TO: X-STRAP SYSTEMS.

| | | | | |
|-------------|-------------------|-----------------|-------------|--|
| FROM | Name: | Address: | | |
| | City: | State: | Zip: | |
| | Telephone: | E-mail: | | |

OPTIONALLY, PLEASE TELL US WHY YOU ARE REQUESTING A REFUND

(continue on reverse side...)

SEND US THIS FORM, THE MERCHANDISE BEING RETURNED, AND A COPY OF YOUR RECEIPT.
 We recommend you use some form of tracking service on the package you are sending us.

Send all items to: X-STRAP® SYSTEMS
 9 Stonegate Drive
 Hyde Park, NY 12538, USA

Phone: (845) 233-4713
E-mail: custserv@x-strap.com