

NORTHERN SAFARI

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Company Return & Exchange Policies

PROCEDURES FOR REFUND OR EXCHANGE

If you receive your order and you are not satisfied, e-mail for a **Return Authorization Number (RA#)** or **Exchange Authorization Number (EX#)**. All return requests must be made within 10 calendar days after the ship date on package and the return must be postmarked no later than 10 days after receipt of **RA#** or **EX#**.

Items returned for refund or exchange will be processed as quickly as possible. Exchanges are usually shipped within 10-15 business days. Shipping for exchanges will be paid for by customer. Please include a self-addressed shipping label with your exchange.

Returns: If the mistake was ours, we will credit you for the item plus return USPS shipping. If order was shipped according to your order, you will be credited the item cost less 25% restocking charge and shipping charges. The balance will be credited directly to your credit card account.

- All items must be in their original condition, unused, unwashed, and tags still attached.
- All items must be properly packaged to insure safe return of shipment.
- Tracking numbers will help insure that your package will not be lost. We will not be held responsible for lost shipments.
- This form must accompany return or exchange.
- No returns on sale items or closeouts.
- Surplus items will be sold "as is" and are not returnable.
- Personalized items are sold "as is" and are not returnable.

Returns or exchanges will not be accepted without prior authorization. Include a copy of this form in your package. Put RA# or EX# on outside of box (Any package without a clear RA# or EX# on the outside of the box will not be processed). All packages must be returned, to us, by USPS only.

Cancellations: A 10% fee will be applied to all orders cancelled after 24 hrs. You must contact immediately to cancel personalized embroidered orders. If order has already been processed with our embroiderer, we cannot cancel the order.

International Orders: All Customs, duties, fees and any other charges corresponding with the shipping and delivery of your order will be buyer's responsibility.

We do not ship to the following countries: Indonesia, Egypt, Romania, Yugoslavia, and Nigeria

RA# or EX#	Date	Full Name	Phone#	E-Mail
Address				
Item Description				
Reason for exchange/return				
Exchange – What do you want to exchange it for? (size, color, ect)				