



**Customer satisfaction is our prime goal. We strive to provide you with the level of quality you have come to expect from Moore & Giles.**

**I. Please Check reason for return:**  Exchange  Return  Damaged  Repair

**II. Please list the item below that you are returning using the return and reason code provided below:**

**Return codes:**

1. Refund by original form of payment
2. Replace with same item
3. Exchange for new item
4. Issue a gift card for use at Mooreandgiles.com
5. For repair

**Reason:**

6. Incorrect item shipped
7. Received damaged
8. For Repair (list problem above)
9. Not as pictured
10. Other (please Explain)

**III. If exchanging, please list the item you want in exchange.**

**IV. Return/Exchange Policy**

A. If you are not completely satisfied with our product you purchased directly from us and it is unused with the original tags still attached, you may return or exchange it within 30 days of the ship date on your invoice. All returns must be accompanied with a copy of original invoice. Personalized items can not be returned or exchanged.

B. **Exchanges are easy:** List the new size and/or color you'd like in exchange below and include this form in your return package. Must include a copy of your original sales receipt. Please use the original shipping box and packing materials. See return instructions below. If you are exchanging an item because of a mistake on part of Moore& Giles, we will pay the shipping cost to send a replacement item to you. The replacement order will be sent via Standard Ground Delivery.

C. **Gift Returns:** If you are returning a gift, you must complete the form below. Please note that you will receive your refund in the form of a Gift Card:

Name:	Order #:
Email Address (required):	Phone:
Shipping address:	
City:	State: Zip:

D. **Damaged goods** must be returned within 5 days of receipt of package

E. **Warranty:** Moore & Giles products are made with the highest standards and rigorous quality assurance in mind; however, our products are not indestructible. Therefore, our guarantee does not cover any product damage that may result from normal wear and tear, airline handling, or misuse or abuse of the product. Products that are sold on sale or as Seconds are not covered by the Moore and Giles guarantee.

F. **Moore & Giles is happy to provide repair service** for our merchandise; however these are handled on a case-by-case basis and are subject to approval. If you have a product in need of repair, first call our Customer Service Department for approval. When sending this form back for repair please fill out:

Name:	Order #:
Email Address (required):	Phone:
Shipping address:	
City:	State: Zip:

**V. Where to Send:**

All returns and exchanges must include this form and a copy of the original invoice along with the item you wish to return. Please send to the address below. We are unable to process any returns without this information. We suggest you insure the package via U.S. Mail, UPS or FedEx and purchase tracking service for your protection. Save the shipping receipt for your records. Only merchandise received by our warehouse can be credited:

**Moore & Giles, Inc., Attn: Accessories Return, 1081 Tannery Row, Forest, VA 24551**

*You can always contact us if you have questions or need assistance with the process at 1-800-737-0169 Monday through Friday 8am-5pm EST or [returns@mooreandgiles.com](mailto:returns@mooreandgiles.com).*