

RA #

# Easy Return Form

DATE:

When returning items:

We are pleased to provide you with quality products. Should you need to return any part of this shipment for any reason, contact us to receive a **Return Authorization #**, which must be provided on the outside and inside of your return shipment. Please follow the instructions to complete your return, exchange, or replacement order. If a refund is necessary, it will be credited back by your original payment method. **We look forward to serving you again.**

- ✓ Pack the item securely in the original packaging
- ✓ Enclose the appropriate of the original packing list with your item
- ✓ If you cannot find your packing list: please call us for help or include your order number, billing name, and address with your return
- ✓ **To insure full credit all products must be returned in unused condition, in original boxes, with all paperwork, parts and accessories**
- ✓ All return shipping charges must be prepaid — We cannot accept C.O.D. deliveries.
- ✓ We recommend that you use UPS or Insured Parcel Post for protection of your return.

## Please list the item(s) being returned below

Quantity	Item Number	Description	Check one per item	Return Code (s)	ANUSA Error?
		-----	<input type="checkbox"/> Replace <input type="checkbox"/> Credit <input type="checkbox"/> Exchange for another item		Y/N
		-----	<input type="checkbox"/> Replace <input type="checkbox"/> Credit <input type="checkbox"/> Exchange for another item		Y/N
		-----	<input type="checkbox"/> Replace <input type="checkbox"/> Credit <input type="checkbox"/> Exchange for another item		Y/N

\*Return Codes: A = Not Ordered, B = Wrong item ordered, C = Wrong item shipped, D = Wrong Size, E = Wrong Color, F = Incorrect personalization, G = Arrived too late, H = Do not want, J = Damaged in shipment, K = Double shipment, L = Quality problem (describe), M = Other (describe)

## If you marked, "Exchange for another item," please list new order items below

Quantity	Item Number	Description	Unit Price	Extended Price	Comments

If your exchange cost exceeds the amount of your return, please fill in your billing information below. No personal checks

- Charge/Credit my credit card #: \_\_\_\_\_ Exp. Date: \_\_\_\_\_ V code: \_\_\_\_\_ Card: \_\_\_\_\_
- A check/cash is enclosed for \$ \_\_\_\_\_ E-mail address for questions: \_\_\_\_\_
- This is an even merchandise exchange due to Army Navy USA's error

If you ordered an incorrect item or size, we will be happy to exchange it upon receipt of the item. Items that are defective may be returned for exchange or store credit. All other returns for exchange or credit are accepted at our discretion. All items being returned or exchanged **must be received in 30 days** of initial customer receipt. Items which are returned for exchange or store credit which are found to be unacceptable will not be returned to the sender until payment for return shipping costs has been received. These items will be held for 60 days to allow ample time to advise us of disposition instructions. If we do not hear from you within that time, the item (s) will be discarded. Items being returned which are damaged in transit to us due to improper packing will not be accepted. If this is an Army Navy USA mistake we will refund shipping charge for items incorrectly shipped at your request. We will refund the lower of First class mail, Priority mail, or standard UPS ground rates. We will do everything possible to expedite delivery of your exchange or store credit. Please allow sufficient time for us to receive your merchandise, inspect it, and process your request in accordance with your written instructions. **Special order, personalized, or custom items are not returnable.** Please remind us when using a store credit on future orders.

From: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_



To: Army Navy Enterprise  
 Returns Department  
 91-13 Jamaica Ave  
 Woodhaven, NY 11421  
 (855)-800-6262