

# LESTER'S UPSTATE SPORTS

## Return information

**Our Return Policy:** If you aren't 100% satisfied, merchandise can be returned for exchange, credit, or refund within 60 days of purchase. Shipping and handling charges are not refundable. Refunds received after 60 days are subject to a re-stocking fee of 20% if the return is deemed acceptable. Some items that we have fulfilled directly from manufacturers, such as All Star Protective gear and Richardson Team Caps, are subject to a re-stocking fee of 20%. Fill out this form and send the package back via UPS or US Postal Service (US Postal Service packages are not always traceable). **We will not accept COD's. We are not responsible for packages lost or damaged in transit.** Return shipping charges are not refundable. Upon receipt of the goods, Lester's will issue credit if we judge the items to be still in un-used condition. This is especially true for hats, so if you return hats make sure you use a box so they do not get crushed.

**Free shipping:** If item(s) are returned and the cost of the original goods purchased minus the goods returned is less than the free shipping threshold (normally \$300), ground shipping charges will be withheld from the credit issued. Lester's reserves the right to withhold a re-stocking fee for any returns from an order that receives free shipping.

**Items that have been worn** are not eligible for the above refund unless there is a **manufacturer's defect**.

**Manufacturer's defect:** To receive a replacement item immediately, please call 800-468-9520 or e-mail [service@LestersUpstateSports.com](mailto:service@LestersUpstateSports.com). When you send in this form, be sure to check the "ITEM IS DEFECTIVE" line. We must inspect the defective item before we can issue a credit.

### You may not return:

- Items that have been embroidered or otherwise personalized
- Pants that have been hemmed
- Garments that have numbers sewn onto them
- Hats that are creased
- Items that have been washed

### SEND SHIPMENTS TO:

**Lester's Upstate Sports**  
**590 Fishers Station Dr**  
**Victor NY 14564**

INVOICE # \_\_\_\_\_

NAME \_\_\_\_\_

ADDRESS \_\_\_\_\_  
\_\_\_\_\_

CITY/STATE/ZIP \_\_\_\_\_

DAY PHONE # \_\_\_\_\_

E-MAIL \_\_\_\_\_

### ITEMS RETURNED

| Product ID | Size  | Color | Description | Qty   | Price |
|------------|-------|-------|-------------|-------|-------|
| _____      | _____ | _____ | _____       | _____ | _____ |
| _____      | _____ | _____ | _____       | _____ | _____ |
| _____      | _____ | _____ | _____       | _____ | _____ |
| _____      | _____ | _____ | _____       | _____ | _____ |
| _____      | _____ | _____ | _____       | _____ | _____ |

### WHAT DO YOU WANT US TO DO?

- Refund via original method of payment  
 Issue in-store credit  
 Ship another product (Exchange)  
 None of the above

### Reason for Return

- Incorrect size, but it is what I ordered  
 Incorrect size, Lester's Error  
 Incorrect item received, Lester's Error  
 Item is defective

### Method of Payment:

- Use same credit card from original order  
 Use new V/MC/Amex/Disc: \_\_\_\_\_ exp \_\_\_\_\_  
 Check / Money order enclosed

### ITEMS TO BE SHIPPED IN EXCHANGE

|       |       |       |       |       |       |
|-------|-------|-------|-------|-------|-------|
| _____ | _____ | _____ | _____ | _____ | _____ |
| _____ | _____ | _____ | _____ | _____ | _____ |
| _____ | _____ | _____ | _____ | _____ | _____ |

Shipping & handling (Varies depending on zip code, estimated): \$12.95  
NYS Sales tax (for NYS residents only, S&H is taxable) \_\_\_\_\_  
Total \_\_\_\_\_