



**RASTAEMPIRE.COM RETURNS AND EXCHANGES FORM**

We want you to be 100% happy with every item that you purchase from RastaEmpire.com. Returns are accepted within 30 days of purchase\*. Returns must be unworn, unaltered, and unwashed. Please note all gift cards, e-gift certificates, swimwear, underwear, body jewelry and clearance merchandise may not be returned for a refund or exchange. Shipping & handling is not refundable. If you received damaged/defective merchandise or the wrong item, please contact us immediately upon arrival.

\*International customers are given an extension to the 30-day deadline depending on the shipping transit time. We recommend you that you place a new order for the desired item(s) and return the original merchandise to us for a refund. Please contact us to make sure your return is eligible.

**Please mail the merchandise you would like to return or exchange with this form to:**

RastaEmpire.com  
332 E. 10<sup>th</sup> St.  
Jacksonville, FL 32206

*We **strongly** recommend that you use a shipping service with tracking and/or insurance for your own protection. This will provide you with recourse in the event that your package is lost in transit. RastaEmpire.com is not responsible for returns or exchanges lost during shipping.*

**Please fill in the following information completely:**

**Name:** \_\_\_\_\_ **Order Number:** \_\_\_\_\_

**Email:** \_\_\_\_\_ **Phone Number:** \_\_\_\_\_

**Please check one of the following actions:**  Return Item(s)  Exchange Item(s)

**ITEM(S) BEING RETURNED**

Product Sku #	Brief Description / Size / Price	Reason Code

<b>Reason Codes:</b>	05 - Damaged	10 - Gift – did not like/already have
01 - Did not fit – Too Small	06 - Wrong item sent	11 - Received too late
02 - Did not fit – Too Big	07 - Wrong item ordered	12 - Ordered too many
03 - Changed mind	08 - Wrong size sent	13 - Quality
04 - Did not like	09 - Wrong size ordered	14 - Not as pictured

**EXCHANGES ONLY**

Please fill in below the item(s) you would like to receive in exchange.

Quantity	Product Sku #/ Brief Description	Size	Price

Your original payment method will be charged or credited when the exchange is processed. Please note that the customer will be responsible for the cost of return shipping as well as new shipping charges to receive the exchanged product(s).

**If using the same form of payment but a different shipping and/or billing address, please provide that information below.**

Please note: if we are unable to obtain payment information for the exchange, we will process a refund to the original form of payment. If you received this as a gift, or are using a different credit card number than what is currently on file, please contact Customer Service at 1-877-453-3887.

**New Billing Address:**

**New Shipping Address:**