

The Outplay guarantee

You are important to us, your business is important to us. If for any reason, you are not 100% satisfied with your online order, just return all or part of your purchase within 30 days of the shipping date and we will exchange the item(s) or refund the purchase amount for your return. Merchandise that has been worn, washed, or has had tags removed may not be returned. Underwear may not be returned.

Shipping charges are not refundable.

Refunds will be credited to the same card used for purchasing; please allow up to 15 days for your refund to be processed and up to two billing cycles for the return to appear on your credit card statement

Please fill out the following in order to return items. This will not only help us ensure you get your refund quickly and easily, it will help us be better as a brand and company.

1. Select the reason for your return:

- Doesn't fit, it's too small
- Doesn't fit, it's too big
- Color
- Just don't like it
- Arrived too late
- Damaged

Please tell us how \_\_\_\_\_

- Returning a gift
- Other

We'd love to hear more in detail why you decided to return your order. The more you tell us, the more we can learn so it doesn't happen again.

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2. If you want to exchange the item(s) you're shipping back to us, please choose one of the following:

- Send exact replacement
- Send the same item in \_\_\_\_\_ size
- Send item \_\_\_\_\_ in \_\_\_\_\_ size, instead
- Please just refund my credit card for the item(s) returned

Don't forget to include this form in with your return so we can address your comments and concerns as soon as your package arrives at our offices. Thank you!

If you've got questions or comments, feel free to jot them down on the back of this form or you can always reach out and write to us at [hello@outplaywear.com](mailto:hello@outplaywear.com) or call us at (786) 220.4094 Mon - Fri 9am- 6pm