Inline & Ice Warehouse
Return & Exchange Instructions

Thank you for your purchase. We appreciate the opportunity to provide you with high quality products and excellent customer service. For your convenience, if you have any questions, please call our customer service department at 1-800-366-3070 or email info@inlinewarehouse.com or info@icewarehouse.com.

Any item(s) returned not able to be sold again as new, will be RETURNED TO THE CUSTOMER. This includes (but is not limited to) items that are dirty, been used, worn, washed, scuffed, torn, stink, or have damaged or no packaging. **Please use the box that shoes or skates shipped in to return. Do not place any shipping labels or tape directly on shoe or skate boxes.**

Customized orders may NOT be returned (skates, sticks, helmets, etc…)

If wishing to return a product that you purchased, please follow the instructions listed below:

1. Complete the return form on the bottom of this page. To exchange a product, please list the items you are requesting.

2. Return your product in original packaging. Properly tape or seal package for shipment. Please include a copy of original invoice.
   Address package to:
   IW / Returns & Exchanges
   747 Buckley Road
   San Luis Obispo, CA 93401

3. It is recommended you use an insured UPS or FedEx shipping option. We cannot accept responsibility for uninsured packages returned through the U.S. Postal Service.

4. **FREE RETURN SHIPPING LABEL to be used for SKATES ONLY (Continental USA).** If returning skates, you may use the pre-paid label included with your order. If the label is used, IW will be billed the cost. Should the label be used forr any item other than skates, IW will charge you for the pre-paid amount of this label ($20). Please use the pre-paid label for SKATES ONLY.

Allow 1-3 business days to process your return. An email notification will be sent once your return / exchange is completed.

Return Form
To enable us to improve the quality of the products and services we offer, please indicate your reason(s) for the return using the return codes provided.

Return Codes

SIZE/FIT
TB Too Big/Long
TS Too Small/Short

PREFERENCE/CHOICE
WO Ordered wrong item
CM Changed mind

SERVICE/QUALITY
WI Wrong item shipped
WD Item not as described or pictured
DQ Defective/Damaged

Items Returned

Return Code	Product Name	Color	Size

Items Requested (Exchange)

Qty	Product Name	Color Preference #1	Color Preference #2	Size

Shipping Method

- ☐ **Ground**
- ☐ **2 Day**
- ☐ **Other** _____

* Shipping charges will be added to your order.

Account Information

Original Invoice Number _____

Action Step Requested: ☐ Exchange ☐ Store Credit ☐ Refund Original Credit Card

If we are unable to supply the items you are requesting in exchange, should we:
☐ Backorder the merchandise ☐ Contact you via phone ☐ Contact you via email

Your daytime phone number: _____ Your email address: _____