THE OFFICIAL ONLINE STORE OF UCLA ATHLETICS
BRUIN TEAM SHOP

RETURN / EXCHANGE FORM

Return/Exchange Steps:

1. Fill out form, including *Returned Item* information below.
2. Indicate if exchange or refund is to be given.
3. Include credit card number *only* if a balance is due.
4. Mail goods in an **insured, trackable with signature required method** to:

BruinTeamShop.com Returns
308 Westwood Plaza,
Los Angeles, CA 90095

Satisfaction Guaranteed:
If you are not completely satisfied, please return item(s) within 60 days of shipment. Returned items must be in a resalable, originally packaged condition, with tags attached. **Initial shipping fees are NOT refundable.** Please allow 2-6 weeks after we receive your returned package, for processing. **Exchanged items will be sent to original address free of shipping charges.**

Name: _____

Address: _____

_____

City: _____ **State:** _____ **Zip:** _____

Phone: _____ **E-mail:** _____

Shipment No. (On packing list): _____

Reason Codes:

A: Too Big
B: Too Small
C: Not As Expected
D: Wrong Item
E: Damaged*
F: Other (include comment)

**If your item was received damaged or defective please call Customer Service: 1-800-825-2724*

Office Use Only
CSR:
Date Rec.
Type:
Exch #.
Date Rung

RETURNED ITEM (What you're sending back)

Reason Code	Item or SKU No.	Color	Size	Description	Qty.	Unit Price Paid

Comments:

EXCHANGE ITEM (What you want in return)** No Exchange, just refund amount: ☐

Item or SKU No.	Color	Size	Description	Qty.	Unit Price	Balance Due

Credit Card Acct. #: (Enter if exchange creates a balance due) | | | | | | | | | | | | | | | Exp. Date: | | – | | CVN: | | | |

****Although we try our best to fulfill your request, if the exchanged item is sold out, an automatic refund for your return will be issued.**

BruinTeamShop.com is not responsible for items you send back that get lost in transit. For your protection, insure and request a signed proof of delivery on all returns.

Questions? Contact us Monday – Friday 9 am – 5 pm PST. 1-800-825-2724, or via email at: BruinTeamShop@asucla.ucla.edu