

Cool-jams Return/Exchange Form

If you need to return or exchange an item there is no need to call us. Please complete this form for each returned item and send it along with your item to the following address:

Cool-jams, Inc.
11206 Spencerport Way
San Diego, CA 92131

Return/Exchange Policy

You may return or exchange your item within 30 days for a refund of the purchase price less shipping fees and applicable taxes or exchange it for a different item. Any shipping fees originally paid on your order are non-refundable. If credit is issued, it will be issued to the credit card used on your original purchase. Return requirements are as follows:

- Product must be returned to us in its original condition and in original packaging complete with all tags, instructions, and inserts.
- We cannot accept returns on products that have been customized.
- All returns must be accompanied by this return/exchange form.

If there is a cost difference between your returned item and the replacement item, we will issue a credit for the original purchase (minus shipping) and then charge your credit card for the new purchase. We will not charge additional shipping for a product exchange. Once we receive your return, please allow 2 weeks for processing.

Your Name: _____

Order Date: _____

Order Number: _____

Reason for return: _____

Description of returned item:

Style	Color	Size	Quantity	Unit Price

Exchange For (Circle one): **Credit** *or* **Product**

If Product, indicate:

Style	Color	Size	Quantity	Unit Price

Additional Comments: _____