

Returns and Exchanges

TriCityNewBalance.com

Please print this form and return with your merchandise.

Have Any Questions?

Please call us at 1-866-41-SHOES (74637)

Exchanges and Returns are easy! If you should decide to **RETURN** the item(s) that you have purchased, please complete Step 1 and Step 2 **ONLY**, and include this form in your return package.

If you'd like an **EXCHANGE**, please complete **ALL** Steps 1, 2 and 3 below. We will process the exchange order and send your replacement item(s) – free of shipping charges! It is our policy to refund the cost of merchandise only; your shipping charges are not refundable.

Step 1 - Original Order

Order Number (required): _____

Originally Purchased by:

Name: _____

Address: _____

(City) _____ (State) _____ (Zip) _____

Phone: (____) _____ (____) _____
(Daytime) (Evening)

Email Address: _____

Send Refund or Exchange to: (If different from left)

Name: _____

Address: _____

(City) _____ (State) _____ (Zip) _____

Phone: (____) _____ (____) _____
(Daytime) (Evening)

Email Address: _____

Step 2 - Returns

Please indicate the item(s) you are returning.

Item #	Description	Size	Quantity	Price	Total Price

Example:

Item #	Description	Size	Quantity	Price	Total Price
M991NV	Running Shoes	12(2E)	2	\$109.95	\$219.90

Reason for Return:

Step 3 - Exchanges

Please list the new item(s) you would like in exchange below.

Item #	Description	Size	Quantity	Price	Total Price

Step 4 - Method of Payment

If the total of your exchange or new order exceeds the value of your return, please provide a method of payment below.

Method of Payment:

- Credit Card
- Check or Money Order Enclosed
- Gift Certificate, Enter # below

Credit Card Information:

Card Name: _____

Card Number: _____

Exp. Date: (MM/YY) _____ / _____

Signature: _____

Mail Returns to:

TriCityNewBalance.com
Attn.: Returns/Exchanges Dept.
5135 Peachtree Pkwy, NW, #905
Norcross, GA 30092