



# Merchandise Return Form

**First & Last Name**

**Phone Number**

**Date**

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**E-mail**

**Order Number**

\_\_\_\_\_

\_\_\_\_\_

**Action to be taken:**      Exchange/Replace  
   Refund

## Reason for Return

(Check the reason that best describes your return)

Wrong size/item

Damaged

Changed mind

Other (please explain)

Didn't like (please explain)

Defective (please explain)

Other/Explain:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**If your item was a gift, please provide the full name of the person who the gift was from:**

\_\_\_\_\_

**Additional Comments:**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

## Return Policy:

Returns and exchanges of merchandise must be made within 45 days of receipt, along with this Merchandise Return Form, and in the same condition in which it was received. You will be responsible for paying for the shipping costs for returning your item.

Some items cannot be returned for a refund. Only exchanges for the same items will be made. These items are any of the following:

**Open DVDs/Blu-rays | Books with signs of use | Masks & neck gaiters | Clothing that has been worn**

If your product arrives damaged in transit, please keep the shipping materials and item(s) that were damaged and report within 7 days of receiving to Membership Services at **800-564-6322 (outside USA and Canada at 920-426-5912)** or **membership@eaa.org**.

AirVenture returns and refunds will be issued upon our discretion. Clothing items cannot be worn and should have the original tags attached. We cannot guarantee that dated or event items will be available for exchanges during or after the event dates.

If you have any questions or comments, please contact Membership Services at **800-564-6322 (outside USA and Canada at 920-426-5912)** or **membership@eaa.org**.

**Return to: EAA Merchandise Return | 3130 Knapp Street Rd. | Oshkosh, WI 54902-3086**