



☆ [WWW.ARMYNVDEALS.COM](http://WWW.ARMYNVDEALS.COM) ☆

37 WEST 8<sup>TH</sup> STREET ☆ NEW YORK, NY 10011 ☆ 877.U.S.A.SAMS

**TO REQUEST AN EXCHANGE OR RETURN AUTHORIZATION NUMBER:**

**CALL: 877.U.S.A.SAMS**

**EMAIL: [steinman@armynavydeals.com](mailto:steinman@armynavydeals.com)**

## RETURN POLICIES:

If you receive your order and you are not satisfied, we ask you to please call or email to speak to a customer service rep. regarding the problem. Our email address and phone number are listed at the top of this sheet.

To return any products for an exchange or refund, you **MUST** obtain a EXCHANGE or RETURN authorization number from our customer service department and fill out the form found on the back of this sheet. Without an **AUTHORIZATION NUMBER** no refunds or exchanges will be made.

### **EXCHANGES:**

Once we receive your order, we will exchange your initial product(s) with the desired substitution. If you have made an error during ordering or simply would like to change your size or color, **please include a \$5.00 check/cash or money order** to UNCLE SAM's to pay for the restocking as well as for shipping and handling..

We will ship back the new item(s) usually within 10-14 business days after we receive your item(s).

If you would like **EXPRESS EXCHANGE (3-4 days) after we receive your return, please include \$15.00.**

### **REFUNDS:**

Once we have received your return, we will process your refund and send you an email confirming your refund. Please note that after we have refunded you, your order may take up to a few days for you to see your credit on your statement. We will only credit you for your product costs and not your shipping costs, unless the refund was due to our mistake(s). If we determine that your order was shipped correctly and you are asking for a refund we **may charge you an additional 25% restocking fee** due to the fact that you received exactly what you ordered. This option is used as a last resort. It is our goal to satisfy out customers.

Please Remember:

- Uncle Sam's will only accept unused, unwashed, and unworn items sent back to us in the condition that they were received.
- All items must be properly packaged for a safe return shipment.
- All returned items must be accompanied by this Return/Exchange Form.
- Uncle Sam's will not be responsible for any additional shipping charges or packages that are lost during shipping. We encourage you to get a tracking receipt in case your shipment gets lost.
- Items may also be EXCHANGED in person at one of our three stores. Please bring your emailed receipt.
- You may keep your FREE DOG TAG, Coupons and any other FREE Goodies we sent you. :-)

**PLEASE FILL OUT THE FORM FOUND ON THE BACK OF THIS SHEET**

Please fill in all requested information and ship your return or exchange items to:

www.ArmyNavyDeals.com  
Attn: Customer Exchange Dept.  
37 West 8th Street  
New York, NY 10011

Please write your RA# or EX# on the outside of the package.

No RA# or EX# equals no refund or exchange!

FULL NAME: \_\_\_\_\_

ADDRESS: \_\_\_\_\_

EMAIL: \_\_\_\_\_

PHONE: \_\_\_\_\_

ORDER ID: \_\_\_\_\_

ORDER DATE: \_\_\_\_\_

SKU: \_\_\_\_\_  
ITEM DESCRIPTION: \_\_\_\_\_  
 REFUND  
 EXCHANGE  
IF EXCHANGE PLEASE TELL US WHAT CHANGES TO  
MAKE IN THE COMMENTS SECTION BELOW:  
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