

**Returns Made EASY**

Please complete and return this form with merchandise in original packaging. Please refer to our website, [www.cyberswim.com](http://www.cyberswim.com), for our complete return and exchange policies. Incomplete or inaccurate information can result in a delay of your refund or exchange. If you choose to use the enclosed UPS Return Label, a charge of \$7.95 will be deducted from your credit. Confirmation emails will be sent when the item(s) are received at our facility, and when your account has been credited.

- Exchanges – We normally process exchanges upon receipt of the returned package. Your credit card will be credited or charged according to the difference between your returned item and your new item.
- All returned merchandise must be in "as-received" condition, including hygienic liners and tags still in place. If items are soiled, damaged, worn, used, washed or in other than "as-received" condition, they will be returned to the customer.
- You choose the return shipping method – for your security, we recommend you insure your package.
- For a full refund to your credit card (minus shipping and handling costs), your return must be sent back (postmarked) within 10 business days after you have received your order.
- Shipping/Handling charges are **NON-REFUNDABLE**.
- Refunds should appear on your credit card **within two billing cycles**.
- Please allow two to three weeks from the time you mail your return merchandise until you receive your exchange merchandise. If you would like to receive your exchange earlier please contact Customer Service.
- **ANNUAL SALE/CLEARANCE ITEMS ARE NON-RETURNABLE, NON-REFUNDABLE AND NON-EXCHANGEABLE.**

**1 Return Options** Select method

- Exchange by Phone, 1-800-291-2943  
Spoke with \_\_\_\_\_
- Exchange for another item
- Refund in form of original method of payment  
\*Store Credit will be issued for any suit(s) returned to us after 30 days. No credit for suits returned to us after 90 days.

**2 Order Information**

Original Order # \_\_\_\_\_

Name \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ State/Prov. \_\_\_\_\_ ZIP \_\_\_\_\_

Email \_\_\_\_\_

Phone # \_\_\_\_\_

**3 Returns** Indicate items and reason code that you are returning (see chart)

Reason Code	Qty.	Item Number	Product Name	Color	Size

SIZING		QUALITY/SATISFACTION		SERVICE	
Too Small	101	Not as expected (specify)	201	Received incorrect item	301
Too Large	102	Kept Best Fit/Style	202	Damaged from shipping	302
Too Short	103	Did not like color	203	Arrived too late	303
Too Long	104	Defective (specify)	204	Other (specify)	304

To serve you better please specify your reason for return or exchange:

\_\_\_\_\_

\_\_\_\_\_

**4 Reorder** Indicate items that you would like in exchange and choose shipping method

Item Number	Product Name	Qty.	Color	Size

- FREE Regular Shipping**  
For reorder exchanges (Limit 2 exchanges within 30 days)
- \*Express Shipping**
- \*Express Plus (+) Shipping**  
\*Additional charges apply for Express/Express Plus (+) shipping and will be added to your order.

**PA Sales tax:** If your order is being delivered in Pennsylvania, we are required by law to collect **6% sales tax, 7% for Philadelphia and Allegheny counties**. Sales Tax is calculated on the total value of your order including merchandise total as well as shipping and handling charges.

**5 Ship** Include this Return Form and securely package item(s). Retain copy of Invoice for your records. To expedite your exchange, affix the exchange label to the outside of your package. **Only returns within the United States can use the prepaid UPS return label.**

**DOMESTIC - \$7.95 Return Shipping** if you use the enclosed UPS prepaid return label, a charge of \$7.95 will be deducted from your credit. Follow the instructions on the back of the label. Please remove/place UPS return label over the original shipping label. Keep a copy of the return label tracking number for your records. Please allow two to three weeks from the time you mail your return merchandise until you receive your exchange merchandise.

If shipping through another method, we recommend you insure your package and send it to:  
Cyberswim Returns Processing, 1129 Spring Garden Street, Easton PA, 18042.

**INTERNATIONAL** - Please allow 3-4 weeks from the time you mail your return merchandise until you receive your exchange merchandise. If the package needs to clear customs department, it could take an additional 2-3 weeks. **International orders are subject to individual customs procedures and duty/tax, which are not included in our shipping and handling rates - check with your local Customs Office.**

If shipping through United States Postal Service: Cyberswim Returns Processing, P.O. Box 5359, Phillipsburg, NJ 08865-5359, USA.  
If shipping through UPS or FedEx: Cyberswim Returns Processing, 1129 Spring Garden Street, Easton PA, 18042, USA.

**Please let us know...**

We are in constant search of methods to improve service to you, our customers. Therefore, we welcome and value any comments you may have for us:

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