

# RETURN / EXCHANGE FORM

BruinTeamShop.com

## Return/Exchange Steps:

1. Fill out form, including *Returned Item* information.
2. Check box if refund preferred, or enter item requested as an exchange.\*\*
3. Mail goods via **insured, signature required** method to:  
 UCLAStore.com Returns  
 308 Westwood Plaza  
 Los Angeles, CA 90095

## Satisfaction Guaranteed:

If you are not completely satisfied, please return item(s) within 60 days of shipment. Returned items must be in a resalable, originally packaged condition, with tags attached. **Initial shipping fees are NOT refundable.** Please allow 2-6 weeks after we receive your returned package for return/exchange to be processed. **Exchanged items will be sent to original address free of shipping charges.** Refunds returned to card used to make purchase.

Name: \_\_\_\_\_

Address: \_\_\_\_\_  
 \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Phone: \_\_\_\_\_ E-mail: \_\_\_\_\_

Sales Order No. (On packing list): \_\_\_\_\_

## Reason Codes:

- A: Too Big
- B: Too Small
- C: Not As Expected
- D: Wrong Item
- E: Damaged\*
- F: Other (include comment)

*\*If your item was received damaged or defective please call Customer Service:  
 1 (800) UCLA-RAH/ 1-800-825-2724*

Office Use  
 Only

CSR: \_\_\_\_\_

Date Rec. \_\_\_\_\_

Type: \_\_\_\_\_

Exch #. \_\_\_\_\_

Date Rung \_\_\_\_\_

## RETURNED ITEM (What you're sending back)

Check if purchased using a gift card:

Reason Code	Item or SKU No.	Color	Size	Description	Qty.	Unit Price Paid

Comments: \_\_\_\_\_

## EXCHANGE ITEM (What you want in return)\*\*

No Exchange, just refund amount above:

Item or SKU No.	Color	Size	Description	Qty.	Unit Price	Balance Due

Comments: \_\_\_\_\_

**\*\*Although we try our best to fulfill your request, if the exchanged item is sold out, an automatic refund for your return will be issued.**

*Bruin Team Shop is not responsible for items you send back that get lost in transit. For your protection, insure and request signed proof of delivery on all returns.*

Questions? Contact us Monday – Friday 9 am – 5 pm PST. 1(800)UCLA-RAH/ 1-800-825-2724, or via email at: [BruinTeamShop@asucla.ucla.edu](mailto:BruinTeamShop@asucla.ucla.edu)