



Return Form

Return Authorization Number (RA)

Billing Name

Billing Address

Billing Phone

Date Received

Items Being Returned

Reason

Items Being Returned	Reason

Return process:

- 1) Please contact PB Online at **1-877-HAT-TRIK (877-428-8745)** to begin the return process. You will be given a Return Authorization number that must be put clearly on the outside of the return box. Any box not displaying the RA# will not be accepted.
- 2) A completed Return Form must accompany all returns. Failure to do so will result in refusal of return
- 3) A credit will then be issued to your credit card; however, this refund can take up to 2 billing cycles to show on your statement.
- 4) Ship Items to:

Player’s Bench Online

Attn: Returns Dept

4401 S. Tamarac Pkwy

Denver, CO 80237

Local customers can return an item to the PB Super Store location only after RA # has been generated. Once an item is received it will be checked for condition before a credit authorization will be approved.

Players Bench Online Return Policy:

Your satisfaction is our GOAL. We understand that items might need to be returned for whatever reason. PB Online has a 45 day return policy. Items over 45 days from the original invoice date shall not be accepted under any circumstances. Any returned item determined not to be in original or new condition will be returned back to the customer. All returned items must be in their “original” packaging and free from any odors, nicks or scratches. The returned item must have the Return Authorization (RA) number and the original receipt of purchase/packaged invoice. Considering that some products are made for sensitive areas these products are NOT returnable for any reason: Jocks/Jock shorts, Cups, pelvic protectors, boxer briefs. We reserve the right, however, to refuse a return on a skate deemed no longer in like new condition. Return shipping will be made by the customer.

Exchanges:

In any case whether we missed the net or just got the wrong size we will gladly exchange any item in the 45 day period. Exchanges will be new and in their original packaging when returned. Follow the return process above. There will be no restocking fee associated with exchanges.

Shipping Policy:

When returning/exchanging a product the customer will be responsible for the shipping of that item back to the store. If PB Online shipped the wrong item we will gladly pay for the return shipping of the correct item back to you in like fashion. If returning an item, there is no refund on shipping. Orders placed before 2 P.M. (MST) will be shipped that same day.

Warranty Information:

All items sold by PB Online are new and carry the full manufacturer’s warranty (if any). For any product that comes to you with defects in the quality of the workmanship or materials please follow the return/exchange information above. The area of damage or defect must be clearly stated to PB Online’s Customer Representatives so that we can affect a warranty exchange for that item. A new item (provided it is in stock) will be sent back to you, again at no charge. Items that are defective based on use are not considered under warranty