



## Return Authorization Form

**E** = Exchange  
**R** = Refund  
 (within 14 days)  
**C** = Full Merchandise  
 Credit for future orders.

**Customer Number:** \_\_\_\_\_  
**Customer Name:** \_\_\_\_\_  
**Order Number:** \_\_\_\_\_  
**Reason For Return:** \_\_\_\_\_

**Customer Ship To:**

**Name:** \_\_\_\_\_  
**Street Address:** \_\_\_\_\_  
**City:** \_\_\_\_\_ **State:** \_\_\_\_\_  
**Zip:** \_\_\_\_\_  
**Email Address:** \_\_\_\_\_

**Customer Bill To:**

**Name:** \_\_\_\_\_  
**Street Address:** \_\_\_\_\_  
**City:** \_\_\_\_\_ **State:** \_\_\_\_\_  
**Zip:** \_\_\_\_\_  
**Email Address:** \_\_\_\_\_

**Items Returned:**

Quantity	Stock #	Size	Color	Description	"Code"	Circle One
						E R C
						E R C
						E R C
						E R C
						E R C

**Exchanging for these items:**

Quantity	Stock #	Size	1st Color	2nd Color	Description	Price Each	Total

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# HELMET EXPRESS™

## EXCHANGE AND RETURN POLICIES

Please follow these procedures to avoid any complications with your returns:

**Returns:** If you need to return any helmet for size exchange just call 1-800-543-8192 and we will give you a returns authorization number or you can print this form. Please fill out all information asked for completely. When you ship the Helmet back make sure it is in the helmet bag and the display box and packed in an additional outside shipping carton with adequate packaging. It is best to use the shipping carton we shipped you the helmet in if possible. The shield cover must be intact as well as all tags and manufacturers warranty material. The helmet must be in new and unused condition.

**Exchanges** are processed for a flat \$6.00 shipping and exchange fee. Most exchanges are processed within 48 hours of receipt in our Ohio warehouse.

If you have a warranty issue with a helmet, call us at 1-800-543-8192 and we will give you instructions on how to address your issue. We do not warranty the helmets ourselves but we help you with all manufacturers warranty claims. Each manufacturer has a preference on how to handle warranties on their product so let us help you through this process. In most cases the manufacturers will want the helmet returned to us but some handle warranties directly.

Returns for refunds (not for size or model exchanges) are processed after assessing a 10% restock fee minimum \$10.00 per order. Please give us a chance to try to get you into the proper helmet rather than just doing a return for refund. You may also return for no penalty for a credit to your customer account to be used on a future order.

Do not send any return shipments freight COD or Freight collect, as they will not be accepted by the distribution center.

**Restocking Fees:** All exchanges are subject to standard shipping charges listed above. A restocking fee of 10% will be assessed for any returned item if it is not exchanged for an item of equal or greater value.

This information as well as all other shipping and warranty information is available online.

Customer Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**SHIP ALL RETURNS TO:**  
**Helmet Express™**  
3049 Southcross Blvd. Suite 105,  
Rock Hill, SC. 29730  
1(800)543-8192