



Office use only
Date: _____
Processed by: _____

Returns and Exchanges

17th Street Surf Shop
 Attn: Returns
 508 Viking Drive, Virginia Beach, VA 23452 P-757-486-5055 F-757-486-3082

www.17thst.com

1 ▶ **Order #** **Return Authorization #** *Please make sure this number is clearly listed on the outside of the box you are shipping

2 ▶ **Purchase Location** Website Store* *Please include a copy of the purchase receipt with return / exchange

3 ▶ **Reason for Exchange / Return**

4 ▶ **Items Returned**

Qty	Style #	Item Description	Size	Color	Price

Please credit my account* *the credit card used on the original order will be used for any refunds or exchange price differences.
 Exchange - Please complete steps 5 & 6

5 ▶ **Items Requested**

Qty	Style #	Item Description	Size	Color 1	Color 2	Price

6 ▶ **Address Information**

▶ Please fill out all information completely and legibly

Bill to Name
Address
City State Zip
Email Phone #

▶ Include ship to information if different from above

Ship to Name
Address
City State Zip

▶ Comments

Hassle Free Returns / Exchanges

17th Street Surf Shop will exchange / return any merchandise as long as it has not been worn, washed, ridden or used, and is in its original packaging with all tags attached. Assembled skateboards or its parts may not be returned or exchanged.

You may have a full refund as long as the merchandise is returned within 30 days of the date for which it was received by you. The credit card used on the original order will be used for any refunds or exchange price differences.

Exchanges: To exchange merchandise, fill out the return form and drop the package off at any UPS or USPS location.

Quick Exchanges: To expedite the exchange process and to ensure availability, we recommend placing a new order for the merchandise you would like to exchange. While we ship out your new order, send the original merchandise back to us. Once we receive your return, we'll refund the amount of the merchandise back to the original credit card used.

Returns: To return merchandise, fill out the return form and drop the package off at any UPS or USPS location.

Important: Please note that we are not responsible for packages lost in transit or return shipping costs. We highly recommend adding insurance and tracking information to your package through a carrier such as UPS or USPS. Please allow 5 to 10 business days for us to receive and process your return or exchange. Adjustments to credit cards will be made within 2 billing cycles.

Online orders may also be returned to any store location.

Defective / Incorrect Merchandise: We will happily exchange or refund any item found to be defective or incorrect. For all defective or incorrect items, we will incur the cost of the return shipping charges. To obtain a prepaid return label, please email or call us at 1.757.486.5055