



## TEAMFLIGHTAPPAREL.COM Return / Exchange Process

### Return Policy

Items may be returned under the following conditions:

1. Items can be returned if:
  - a. Item doesn't fit the employee.
  - b. Item is damaged.
  - c. Item is incorrect.
2. To Process a Return the item must be unused and in the original packaging and with the original tags.
3. Garments must be in new and reusable condition. CFJ reserves the right to deny a return based on garment condition.
4. Returns must be made within 30 days of original shipment.

Returns are subject to the following conditions:

Any items returned must be in the same condition in which you received them. Items must be unworn, unwashed, in the original selling condition with tags attached and with the original packaging.

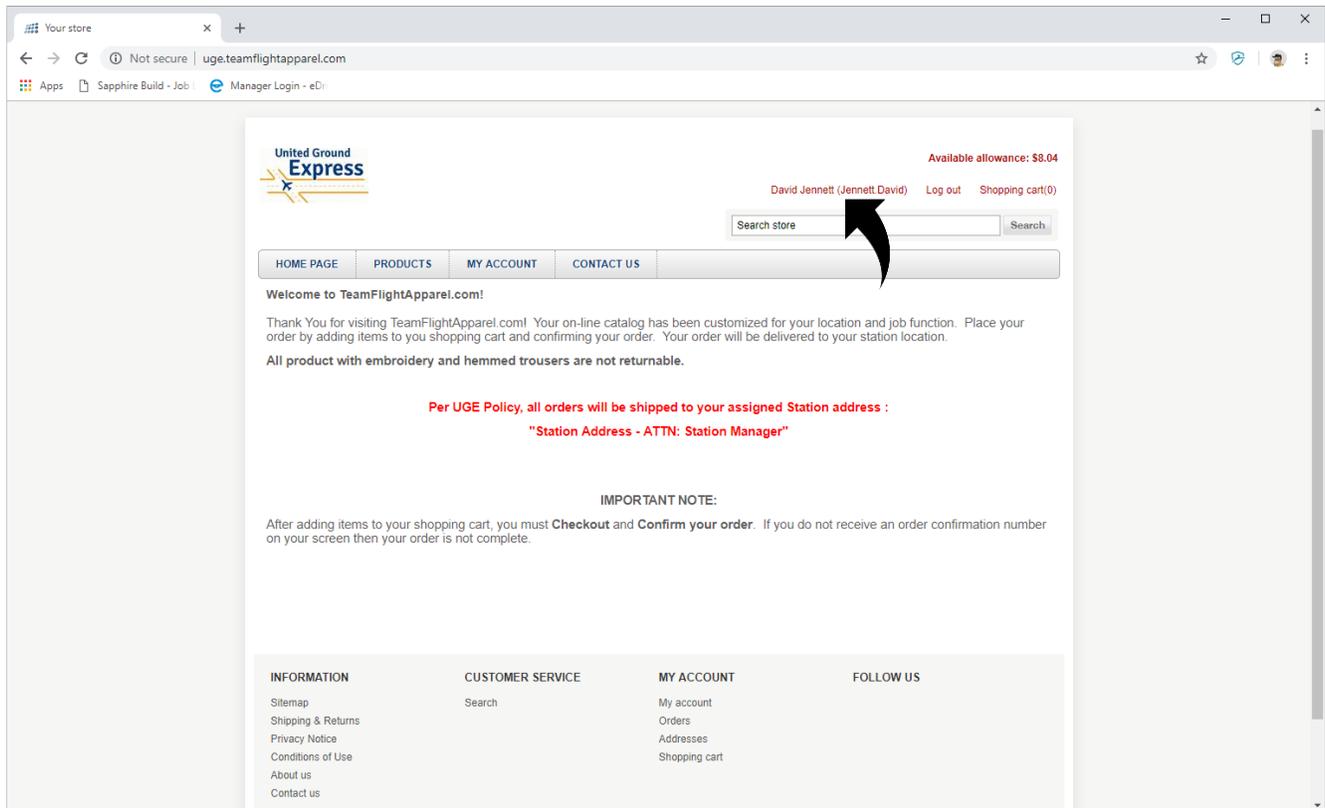
Items will be inspected upon receipt and your replacement items will be shipped immediately for the requested style and size requested.

### Points:

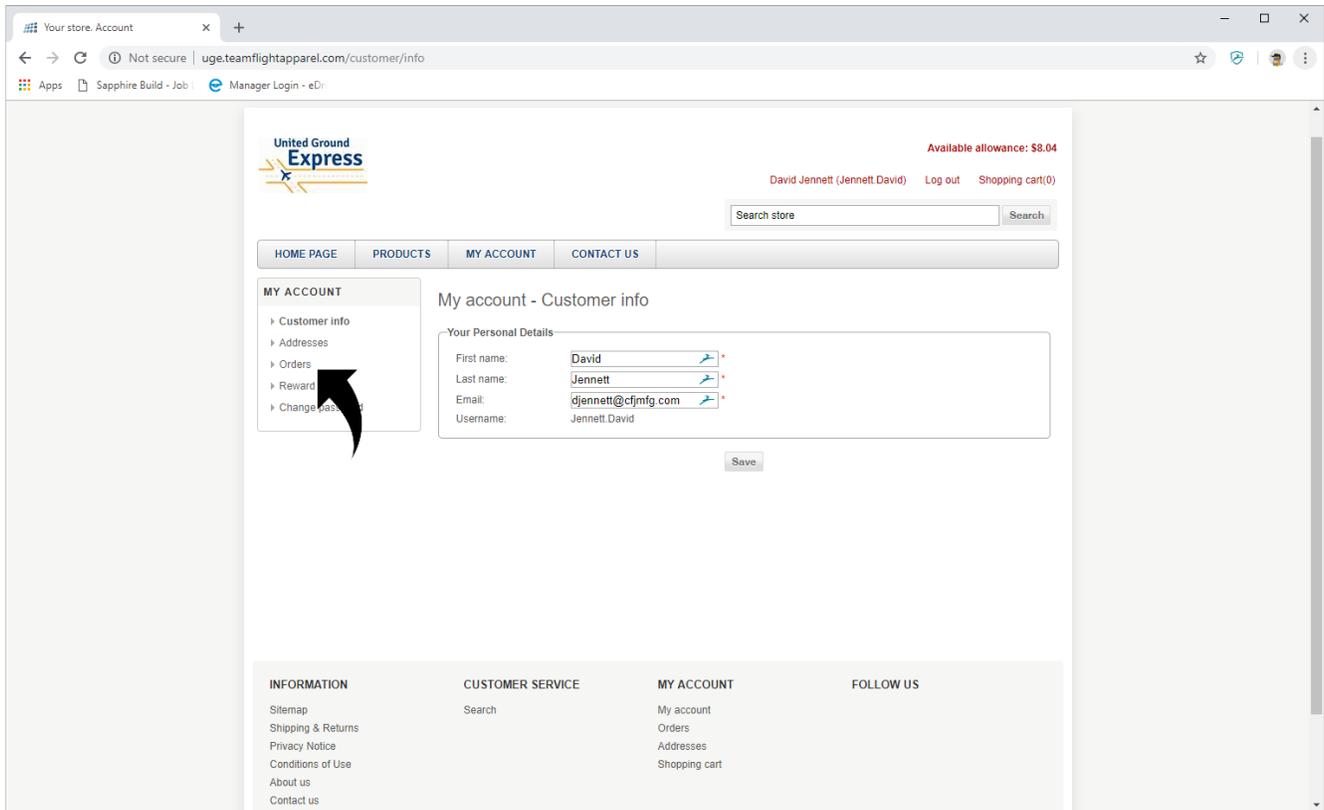
The points will be returned once the item(s) passes QC and if the Employee is not requesting a replacement.

If the replacement has a different value only the difference would be either refunded or deducted.

# Instructions for Submitting a Return Request



The image above shows the UGE TeamFlightApparel.com home page following login. At the top of the page you will see your employee ID and name. **Click on your name** to see your account information and order history.



The Customer Information page gives details about your account information and order history. **Click on Orders** to see your order History.



Available allowance: \$9.52

David Jennett (Jennett.David) Log out Inbox Shopping cart(0)

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MY ACCOUNT

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My account - Orders

Order Number: 40557

Order status: Processing  
Order Date: 7/31/2023 11:31:03 AM  
Order Total: \$0.00

Return Item(s) Details



Order Number: 24841

Order status: Cancelled  
Order Date: 11/17/2021 7:42:17 AM  
Order Total: \$0.00

Details

Order Number: 2047

Order status: Cancelled  
Order Date: 12/27/2018 8:11:27 AM  
Order Total: \$0.10

Details

Order Number: 2046

Order status: Cancelled  
Order Date: 12/27/2018 7:57:58 AM  
Order Total: \$0.10

Details

The Order History page will list the orders you have placed. To initiate a return, **click on the Return Request** button for the appropriate order.

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### Return item(s) from order #40557

Which items do you want to return?

Product	Unit price	Qty. to return
C913 Port Authority® Uniforming Twill Cap - PAA Size: OSFA Color: BLACK	\$10.48	1 ▾

Why are you returning these items?

Return reason: Manufacturing Defect ▾

Return action: Manufacturing Defect  
Incorrectly Shipped Item  
Exchange for different size

Comments:

Submit return request

The Return Request page displays the items on that order and provides a form to submit the request.

1). **Select the quantity** of items to return.

2). **Select the Return Reason.**

- Manufacturing Defect
- Incorrectly Shipped Item
- Exchange for different size

## Return item(s) from order #40557

Which items do you want to return?

Product	Unit price	Qty. to return
C913 Port Authority® Uniforming Twill Cap - PAA Size: OSFA Color: BLACK	\$10.48	1 ▾

Why are you returning these items?

Return reason: Exchange for different size ▾

Return action: Exchange for Like Item ▾

Exchange for Like Item  
Return for points  
Exchange for different size  
Refund credit card



Comments:

Submit return request

### Select the Return Action.

- Exchange for Like item
- Return for points
- Exchange for different size
- Refund credit card



Available allowance: \$9.52

David Jennett (Jennett.David) Log out Inbox Shopping cart(0)

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### Return item(s) from order #40557

Which items do you want to return?

Product	Unit price	Qty. to return
C913 Port Authority® Uniforming Twill Cap - PAA Size: OSFA Color: BLACK	\$10.48	1 ▼

Why are you returning these items?

Return reason: Manufacturing Defect ▼

Return action: Exchange for Like Item ▼

The cap bill was frayed on the edge.

Comments:

Submit return request



Please **provide a detailed description** of the reason for the return request. **Click on the Submit Return Request button** to send the request.



Available allowance: \$5.00

David Jennett (Jennett.David) Log out Inbox Shopping cart(0)

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## Return item(s) from order #40557

Your return request has been submitted successfully.



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You will be shown a confirmation page showing that the request has been submitted.

The Return Request will be forwarded to our Returns Department. A representative will contact you and provide the details for shipping the items back to CFJ. Upon receipt of the item(s) and inspection by the Returns Department the new item(s) will be shipped to you.