

Sometimes You May Need an Exchange or Return
Here's What You Should Know



We return or exchange items that are shipped back to us within 10 days of purchase.

What You Do

1. Please send all returns and exchanges to this address using our printable shipping label.
Hook Life, 252 Sea Cliff Avenue, Sea Cliff, NY 11579
2. Please include a completed the *Return & Exchange Order* below with the merchandise you send back.
3. To exchange, please list new item(s) and payment method.

What We Do

- **Returns:** When we receive the return item, we will send a refund to your original form of payment.
- **Exchanges:** When we receive the exchange item, we will send a refund to your original form of payment. Then we will and charge you for the new item(s) with free return shipping by UPS Ground.
- Please allow up to 21 days to process returns and exchanges.
- Our customer service team may need to contact you to confirm item availability and credit/payment method.

Return & Exchange Order – Please Include With Your Return Shipment

Name _____ Email _____ Phone Number _____

I want to: return item(s) for a refund exchange for new item(s)

What are you sending back?

ITEM #	DESCRIPTION	COLOR	SIZE	QTY	PRICE

Why?

- Too small Too large Changed my mind Not what I expected Damage or defect
 Other _____

To Exchange, List New Item(s):

ITEM #	DESCRIPTION	COLOR	SIZE	QTY	PRICE

To Exchange, Provide Payment Method for New Items:

- American Express MasterCard Visa PayPal Money Order Check

Card # _____ Exp. Date _____ Signature _____

* We must add 4.25% sales tax for shipments to locations in the state of New York.

From _____

POSTAGE

Hook Life

252 Sea Cliff Avenue

Sea Cliff, NY 11579

