



Return Merchandise Form

RMA Number
Please call customer service to obtain this number

If an item is damaged or missing from your order, please call customer service within 48 hours of receipt.

At MonkeySports, we want you to be fully satisfied with your purchase. If for some reason, you are not satisfied, you are welcome to return your merchandise provided that it is eligible to be returned. Please read our full return policy at hockeymonkey.com/info. To initiate a return, please call customer service to request an RMA Number. Once you have obtained an RMA Number, please write that number in the top right portion of this form and on the exterior of the shipping box. Please completely fill out this form, enclose it with the merchandise you wish to return and send it to the HockeyMonkey Returns Processing Department. Returns without an RMA number will be refused. Please retain a copy of this form and the tracking number for your own records. Please allow 5-10 days for the processing of your return once it has been received at our warehouse. Products purchased from any of our websites may not be returned to any of our MonkeySports Superstore Retail Locations or vice versa.

Customer Information

Name:		E-Mail Address:		
Address:			Apartment/Suite:	
City:		State/Province:		Zip/Postal Code:
Country:			Phone Number:	
Order #:		Preferred Contact Method:	<input type="checkbox"/> E-Mail <input type="checkbox"/> Phone	Preferred Contact Days: <input type="checkbox"/> Mon. <input type="checkbox"/> Tue. <input type="checkbox"/> Wed. <input type="checkbox"/> Thurs. <input type="checkbox"/> Fri.

Product Information

Quantity	Item Number	Item Description	Return Reason <small>(See list of codes below)</small>	Credit Type
				<input type="checkbox"/> Store Credit <input type="checkbox"/> Refund
				<input type="checkbox"/> Store Credit <input type="checkbox"/> Refund
				<input type="checkbox"/> Store Credit <input type="checkbox"/> Refund
				<input type="checkbox"/> Store Credit <input type="checkbox"/> Refund
				<input type="checkbox"/> Store Credit <input type="checkbox"/> Refund
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				<input type="checkbox"/> Store Credit <input type="checkbox"/> Refund

HockeyMonkey Return Policies

Standard Return Policy: Items purchased under our standard return policy may be returned within 90 days of purchase for online store credit or refund, minus shipping costs. Items returned for refund within 30 days of purchase will not be assessed a restocking fee. Items returned for online store credit within 90 days of purchase will not be assessed a restocking fee. Items returned for refund between 30 and 90 days will be subject to a 10% Restocking Fee.

Limited Return Policy: Items purchased under our limited return policy may be returned within 14 days of receipt for online store credit, minus shipping costs. These items are not eligible for refunds. After 14 days, these items may not be returned.

Not Eligible for Returns: Used Items, Sharpened/Baked Skates, Jocks, Undergarments, Mouth guards, Special Orders, Custom Orders, Team Orders, Customized Jerseys, Blemished Products, Mystery Products and Daily Deal Products.

PLEASE READ: All items being returned must be in new/unused condition. All original boxes, bags, packaging, literature, parts and accessories must be included in new/unused/undamaged condition. Do not use product packaging as your shipping box – this includes skate, cleat and shoe boxes. These boxes must be placed inside an appropriate shipping box. Only approved items may be included in your return. RMA Numbers expire 30 days from date they are issued. Expired RMA Numbers will be refused and returned. Returns must be completed within the applicable return window; being issued an RMA Number does not extend the return window. Failure to follow these guidelines may result in your return being denied. If you are unsure of which return policy applies to each item on your order, please contact customer service. Please refer to our website for our detailed terms and conditions. Orders placed with online store credit or E-Gift Certificates will be issued online store credit for returns.

Return Reason Codes

- A. Arrived Damaged
- B. Arrived Defective
- C. Changed Mind
- D. Not Satisfied with Item
- E. Ordered Wrong Item/Size/Color
- F. Item Doesn't Fit
- G. Item Not as Pictured
- H. Item Not as Described
- I. Incorrect Item Shipped
- X. Other – Use Space Below

Additional Comments

Shipping Instructions

Send the product(s) you wish to return along with this form to :

HockeyMonkey Return Department
RMA#: _____
105 W. Bethany Drive
Allen, TX 75013

Please make sure to fill in the space with your RMA Number