

TSUniforms.com Inc.

dba Scrub 'n' Prints & dba Uniformplus.com
Wholesale medical & Nurses Uniforms

1550 N. Federal Hwy., suite #7
Delray Beach, FL 33483

Phone: 561-265-3440

Toll Free: 877-727-8276

Fax: 561-243-1407

Normal Business Hours: 10 am - 5 pm EST Mon - Fri

e-mail: sales@scrubnprints.com

<http://www.scrubnprints.com>

Return Merchandise Authorization (RMA)

RMA stands for Return Merchandise Authorization and handles return issues from our distributors. This means that you will need authorization to return merchandise that falls under warranty to the company. Otherwise returned merchandise will not be accepted and will be returned without being handled. Please follow these instructions PRECISELY. Note: RMA #'s are valid for 30 days ONLY. Complete both pages of this form and fax it back to us at 561-243-1407 or mail it to us. Once we receive this completed form, we will contact you with the RMA #. The receipt of any product which is not properly authorized, or is over 30 days after being given an RMA #, will be refused resulting in immediate return to the customer at the customer's expense.

The address label must clearly display the valid RMA number and the return shipping address. These instructions and policies must be acknowledged in writing by signing and returning this document to TSUniforms.com Inc. before TSUniforms.com Inc. will issue a valid RMA number, which is good for 30 days. The return shipping address MUST be on the outside of the box. Also, the RMA # must be clearly displayed on the outside of the box. The RMA # is valid for 30 days. Any product returned outside the 30 days will be refused.

RMA Instructions

When shipping product to TSUniforms.com Inc. please follow these instructions:
All merchandise must be in their original condition* and packaging with tags, bags and hangers if applicable.
*This means that items must be folded neatly in plastic bags the same as you originally received them, with sizing & product tags as well as hangers if applicable. If TSUniforms.com Inc. receives products that are not in original condition, TSUniforms.com Inc. reserves the right deny refund or credit or a percentage thereof. By signing this document, the customer agrees to these conditions.

Acknowledgment:

I have read and understand the above.

Signature: _____

Name: _____ Title: _____

Company: _____ Date: _____

Phone #: _____ FAX #: _____

Shipping Address: _____

Attn: TSUniforms.com Inc. RMA # _____

Return by fax to: _____

When you have received your RMA # and are ready to ship or deliver the product back to TSUniforms.com Inc., the following is the procedure you need to follow:

Clearly mark the RMA Number on the shipping box. Shipments missing a legible and correct RMA number marked outside the package will be refused and TSUniforms.com Inc. will not be responsible for them.

Ship ONLY the product(s) for which the RMA number was issued. TSUniforms.com Inc. will not be responsible in any way for unauthorized returned products, especially, but not limited to, non TSUniforms.com Inc. product.

Include in the package a proof of purchase, such as a copy of the original invoice or sales order with the appropriate line item marked.

Please attach a written description of the problem of each piece of merchandise.

Make sure that the merchandise is securely packaged in packing of at least equivalent quality to the original packing. Remember that you are responsible for the product until we receive it. TSUniforms.com Inc. will not be responsible for and does not warrant against damage of any sort incurred prior to our receipt of the product.

Products are to be shipped Freight Prepaid to TSUniforms.com Inc. within thirty (30) days of issuance of RMA Number. TSUniforms.com Inc. reserves the right to cancel without notice any RMA number for which the product has not been received within 30 days of authorization issuance. Per our policy shipments without a current and proper RMA number will be refused.

Our Mailing Address:

TSUniforms.com Inc.
1550 N Federal Hwy., #6
Delray Beach, FL 33483
Fax: 561-243-1407

Basic Guarantee, Exchange, Credit and Return Policies

Guarantee

If you are not satisfied with any item you have purchased from us, we will accept its exchange/return within 30 days of receipt. All merchandise must be in their original condition and packaging with tags, bags and hangers if applicable. Shipping charges are not refundable.

* Special orders and any items with embroidery or screen printing are **not returnable**.

Exchanges/Credit

Items returned for exchange/credit will be given 100% value towards new purchases. Items returned for exchange/credit after 30 days will be given 80% value towards new purchases.

*All merchandise must be in their original condition and packaging with tags, bags and hangers if applicable.

Returns

Items returned for a refund will be charged a 20% restocking fee. Items returned for a refund after 30 days will be charged a 50% restocking fee.

*All merchandise must be in their original condition and packaging with tags, bags and hangers if applicable.

