

# Bass

G.H. BASS & COMPANY

## RETURN FORM

We apologize that you have experienced an issue with your merchandise.

While we suggest that all returns be made in person at a store, you may return the merchandise via mail to a local Bass store.

Please visit [www.eneewsclub.com](http://www.eneewsclub.com) and click on Store Locator to find a store near you. You may also contact us at 800-950-2277 for a store location.

Ship to:


For your protection, we recommend you use a traceable shipping service. Please note that we are not responsible for merchandise that is not received.

Name \_\_\_\_\_

Address \_\_\_\_\_

City, State, Zip \_\_\_\_\_

Daytime Phone \_\_\_\_\_ Nighttime Phone \_\_\_\_\_

Receipt Included (Yes/No) \_\_\_\_\_ Price Paid \_\_\_\_\_

Date Purchased \_\_\_\_\_

Reason for Return \_\_\_\_\_

Please indicate how you would like your return handled:

- Credit to charge card     Replace with another item/size \_\_\_\_\_
- Merchandise credit
- Replace exact item(s) \_\_\_\_\_

If you have included your receipt, paid by credit card, and requested your charge card to be credited, we will contact you via phone to secure your charge card numbers. Please make sure you provide us with day and nighttime phone numbers above.

**Return Policy**

**For merchandise purchased in a Bass Outlet store**

**With receipt, we will gladly offer:**

Exchange, Merchandise Credit, or Refund.

Refunds will be made in the same manner as the original method of payment.

If a debit card was the original method of payment, reimbursement will be made in the form of a check refund.

If a check was the original method of payment, after waiting five (5) business days from the date of purchase, reimbursement will be made in the form of a check refund.

**Without receipt:**

Returns not accompanied by an original receipt will receive an exchange or merchandise credit at the current selling price.

**Luggage Policy:**

Receipt must accompany all returns and exchanges.

**Worn or defective footwear policy:**

We will gladly accept returns of worn footwear within 30 days and with a receipt. If your footwear is defective in any way, we will stand behind it 100%.