



Regal Flags & Poles, Inc.

Return Policies & Instructions



OUR FAULT

Even though we pride ourselves on excellent customer service, we cannot avoid all problems. If you notify us of any problem within 48 hours of delivery, we will work with you to resolve the error. We will issue an RMA and upon receipt of the returned merchandise, we will reimburse return shipping costs. We will also either credit your account the full purchase price or send you a replacement item of equal value. The choice is yours, provided that you notify us within 48 hours of delivery. After 48 hours days we take no responsibility for errors.

ANY OTHER REASON

You have 30 days from the date of delivery to return your merchandise for any reason.

RESTOCKING FEES APPLY TO

Less Common Stock Items	Solid Color Flags(3' x 5' or smaller)
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NON-RETURNABLE ITEMS INCLUDE

Custom and Altered Flags	Solid Color Flags (4' x 6' or larger)
Striped Attention Flags	Pennants, Burgees, Banners, Spinnakers
In Ground Flagpoles	Minature Flags (4" x 6" or 8" x 12")

ALL RETURNS

1.) Call us at 1-800-858-8776 for a Return Goods Merchandise Number (RMA)

A returned item must be:

- undamaged¹ with no missing parts and have no evidence of use.
- in original packaging clearly labeled with a RMA Number.

2.) Completely fill out the Return Merchandise Authorization Forms on pages 2 and 3.

3.) Ship the return to the address below with either FedEx, UPS, or US Mail parcel post².

WWW.FLAGS.COM
ATTN: RETURNS [RMA #]
1395 NW 17TH AVENUE, SUITE 112B
DELRAY BEACH, FL 33445

¹unless the reason for the return is damage ²Keep proof of shipment incase your package is lost in transit



Return Merchandise Authorization Form

If an item/package was DAMAGED during shipment please contact your local FedEx or carrier. Please keep the original shipping carton and packaging material. Do NOT RETURN THE PACKAGE TO US. You may lose your right to file a claim.

TO MAKE A RETURN

- Print Form A for your records and enclose copy B with your return.
- If you would like to create an exchange please print and include the Exchange Merchandise Form.
- Customer is responsible for return shipping unless determined to be our error.
- Send the package back to us insured for its full value through FedEx, UPS, or US Mail parcel post. COD packages will be refused. Fees charged by packaging centers will not be reimbursed.

ORDER IDENTIFIERS

Order Number: _____ RMA Number: _____ Customer ID: _____
Name: _____ Phone Number: _____
Address: _____
City: _____ State: _____ Zip Code: _____

ITEMS BEING RETURNED

Item #	Size	Description	Price Each	Qty	Total

REASON FOR RETURN

- Changed Mind Duplicate Order/ Shipment Wrong Merchandise Ordered
 Wrong Quantity Dissatisfied (explain below) Wrong Merchandise Received
 Defective Other (explain below)
- _____
- _____
- _____

REFUND METHOD

- Gift Card Store Credit Method on File Replacement

ACKNOWLEDGEMENTS

Name of Customer Representative*

Customer Signature

Date

*Flags.com takes absolutely no responsibility for items returned with calling for a RMA first.



Return Merchandise Authorization Form

If an item/package was DAMAGED during shipment please contact your local FedEx or carrier. Please keep the original shipping carton and packaging material. Do NOT RETURN THE PACKAGE TO US. You may lose your right to file a claim.

ORDER IDENTIFIERS

Order Number: _____ RMA Number: _____ Customer ID: _____
Name: _____ Phone Number: _____
Address: _____
City: _____ State: _____ Zip Code: _____

ITEMS BEING RETURNED

Item #	Size	Description	Price Each	Qty	Total

REASON FOR RETURN

- Changed Mind Duplicate Order/ Shipment Wrong Merchandise Ordered
 Wrong Quantity Dissatisfied (explain below) Wrong Merchandise Received
 Defective Other (explain below)
- _____
- _____
- _____

REFUND METHOD

- Gift Card Store Credit Method on File Replacement

ACKNOWLEDGEMENTS

Name of Customer Representative

Customer Signature

Date

OFFICE USE ONLY



Merchandise Exchange Form

If an item/package was DAMAGED during shipment please contact your local FedEx or carrier. Please keep the original shipping carton and packaging material. Do NOT RETURN THE PACKAGE TO US. You may lose your right to file a claim.

TO MAKE AN EXCHANGE

- Print Form A for your records and enclose Form B with the items you are returning.
- Call us to provide a new Credit Card # if using a different Credit Card than on original order.
- Customer is responsible for return shipping unless determined otherwise.
- Send the package back to us insured for its full value through FedEx, UPS, or US Mail parcel post. COD packages will be refused. Fees charged by packaging centers will not be reimbursed.

ORDER IDENTIFIERS

Order Number: _____ RMA Number: _____ Customer ID: _____

ITEMS BEING EXCHANGED

Item #	Size	Description	Price Each	Qty	Total

EXCHANGING FOR

Item #	Size	Description	Price Each	Qty	Total

REASON FOR RETURN

- Changed Mind Duplicate Order/ Shipment Wrong Merchandise Ordered
 Wrong Quantity Dissatisfied (explain below) Wrong Merchandise Received
 Defective Other (explain below)
- _____
- _____
- _____

PAYMENT METHOD

- Gift Card Store Credit Method on File Different Credit Card

ACKNOWLEDGEMENTS

Name of Customer Representative*

Customer Signature

Date

*Flags.com takes absolutely no responsibility for items returned with calling for a RMA first.

EXCHANGE FORM A



Merchandise Exchange Form

If an item/package was DAMAGED during shipment please contact your local FedEx or carrier. Please keep the original shipping carton and packaging material. Do NOT RETURN THE PACKAGE TO US. You may lose your right to file a claim.

ORDER IDENTIFIERS

Order Number: _____ RMA Number: _____ Customer ID: _____

ITEMS BEING EXCHANGED

Item #	Size	Description	Price Each	Qty	Total

EXCHANGING FOR

Item #	Size	Description	Price Each	Qty	Total

REASON FOR RETURN

- Changed Mind Duplicate Order/ Shipment Wrong Merchandise Ordered
 Wrong Quantity Dissatisfied (explain below) Wrong Merchandise Received
 Defective Other (explain below)

PAYMENT METHOD

- Gift Card Store Credit Method on File Different Credit Card

ACKNOWLEDGEMENTS

Name of Customer Representative

Customer Signature

Date

OFFICE USE ONLY