Inline & Ice Warehouse Return & Exchange Instructions

Thank you for your purchase and opportunity to earn your business. Should you have any questions, call us at 1-800-366-3070 or email info@inlinewarehouse.com or info@icewarehouse.com.

To return or exchange an item, simply fill out the below AFTER making sure your item(s) meet the below requirements. Any item(s) not meeting the below will NOT BE ACCEPTED.

Your item is NEW and can be sold again as new. Item(s) must be in original packaging without any tags removed. Item(s) cannot be used, scuffed, sharpened, washed, smelling of odor, etc…

Your item is not a Custom item. Custom items may NOT be returned or exchanged. This includes custom skates, sticks, helmets, and any item labeled as 'custom'.

No undergarments may be returned or exchanged due to the nature of the item (jocks, cups, jock shorts, compression jock shorts, etc…).

Packaging is not ruined or missing. No tape, stickers, shipping labels or other can be attached to the skate, shoe, helmet box or the like. Return in a separate box as we shipped the item to you.

Your item is being returned within 365 days of receipt.

FREE RETURN SHIPPING ON SKATES if requested within 7 calendar days from date received and within the continental US (no AK or HI). Skates must meet all requirements above to be eligible. Contact IW at 800-366-3070 or email within 7 days to have a Pre-Paid UPS label sent to your email. IW cannot be responsible for emails sent that are not received. Once you receive your label, print and attach to the box in which your skates were received. Then drop off at a UPS location or call UPS to arrange a pickup. If after 7 days, you would be responsible for return shipping.

Steps to returning an item:

- Make sure your item meets the above requirements.
- Complete the return form at the bottom of the page. List items wanted in exchange if any.
- Note your tracking # to protect from loss.
- Include any FREE / Promo items coming with purchase if not exchanging to avoid charge.
- Return your product that is in new condition and in original packaging to:

IW / Returns & Exchanges
747 Buckley Road
San Luis Obispo, CA 93401

Allow 1-3 business days to process your return. An email notification will be sent once processed.

Return Codes

SIZE/FIT
TB Too Big/Long
TS Too Small/Short

PREFERENCE/CHOICE
WO Ordered wrong item
CM Changed mind

SERVICE/QUALITY
WI Wrong item shipped
WD Item not as described or pictured
DQ Defective/Damaged

Items Returned

Return Code	Product Name	Color	Size

Items Requested (Exchange)

Qty	Product Name	Color Preference #1	Color Preference #2	Size

Shipping Method

☐ **Ground**
☐ **2 Day**
☐ **Other** _____

* Shipping charges will be added to your order.

Account Information

Original Invoice Number _____

Action Step Requested: ☐ Exchange ☐ Store Credit ☐ Refund Original Credit Card

If we are unable to supply the items you are requesting in exchange, should we:
☐ Backorder the merchandise ☐ Contact you via phone ☐ Contact you via email

Your daytime phone number: _____ Your email address: _____