



DERBYWAREHOUSE.COM

PRO SHOP SERVICE - WAREHOUSE PRICES

Derby Warehouse Return Shipping & Exchange Instructions

Thank you for your purchase. We appreciate the opportunity to provide you with high quality products and excellent customer service. For your convenience, if you have any questions, please call our customer service department at 1-800-366-3070 or email info@derbywarehouse.com.

Inline Warehouse will not accept items that have been used, worn, washed, torn or abused. Please use the original packaging and shipping container that the items arrived in when returning them. Please make sure apparel and skates do not have any sock fuzz/lint, human or pet hair, dirt or any other foreign substances or odors before returning them.

If you wish to return a product that you have purchased, please follow the instructions listed below:

1. Complete the return form on the bottom of this page. If you wish to exchange a product, please list the items you are requesting.
2. Return your product in the original packaging. Properly tape or seal the package for shipment. Please include a copy of the original invoice.
3. For returns within the contiguous United States, please use the pre-paid return shipping label included with your order. If you are returning an oversized item such as a stick, goal or wheel bag, a \$25 shipping charge will be deducted from your refund when using the pre paid label.

If you are outside of the contiguous United States, please email info@derbywarehouse.com for instructions and assistance, or send your return directly to:

Derby Warehouse Returns
21 Zaca Lane STE 120
San Luis Obispo, CA 93401

Return Form

To enable us to improve the quality of the products and services we offer you, please indicate your reason(s) for returning the merchandise in the Return Code section below, using the return codes provided. This information will help us process your return more efficiently.

Return Codes

Size/Fit	Preference/Choice	Service/Quality
TB Too Big/Long	WO Ordered wrong item	WI Wrong item shipped
TS Too Small/Short	CM Changed Mind	WD Item not as described or pictured
		DQ Defective/Damaged

Returns				
Return Code	Product Name	Color	Size	Qty

Exchange Items Requested			Shipping Method
Product Name	Size	Qty	
			<input type="checkbox"/> Ground <input type="checkbox"/> 2nd Day Air <input type="checkbox"/> Other *Shipping charges will be added to your order
			<input type="checkbox"/> Ground <input type="checkbox"/> 2nd Day Air <input type="checkbox"/> Other *Shipping charges will be added to your order

Account Information

Original Invoice Number: _____

Action Step Requested: ☐ Exchange ☐ 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: _____