

Thank you for being a DXL guest!

In the event that you would like to return or exchange item(s) from this order, please visit any of our stores. If you would like to return the merchandise via UPS, please complete the return/exchange form below. If the total of your exchange or new order exceeds the value of your return item, we will contact you to provide a method of payment.

You can also obtain the prepaid UPS return label by completing the following steps:

Step 1: Visit the DXL.com website and go to "Customer Support" section and select Return & Exchanges.

Step 2: Click on the "UPS Prepaid Returns Label" link and complete requested information.

Step 3: Print your label and follow the UPS Electronic Return Label instructions.

Thank you again for your patronage and we look forward to your next DXL visit!

Return/Exchange Form

STEP 1

Fill out Contact/Ship To Information

STEP 2

List items you are returning including reason for return. (See chart below)

ORDER # _____
 NAME _____
 ADDRESS _____
 CITY _____
 STATE _____ ZIP _____
 DAYTIME PHONE NUMBER () _____
 EVENING PHONE NUMBER () _____
 E-MAIL _____

REASON	ITEM NUMBER	DESCRIPTION	COLOR	SIZE	QTY

REASON CODES: Enter the reason code in step 2.

FIT

51. Too Small
 52. Too Big

QUALITY

53. Damaged/Defective

SERVICE

54. Not as expected
 55. Arrived too late
 56. Wrong item arrived

OTHER

57. Changed mind

STEP 3

How would you like us to handle your return/exchange?

- Exchange Item (Please fill out reorder section below)
 Gift Card
 Refund in form of original payment
 I am returning a gift. Please send:
 Exchange
 Gift Card

STEP 4

EXCHANGE ITEMS:

ITEM NUMBER	DESCRIPTION	SIZE	SHIRT SLEEVE LENGTH	PANT INSEAM LENGTH	CUFFS Y OR N	COLOR	ALTERNATE COLOR	QUANTITY	PRICE	TOTAL

STEP 5

Enclose the return form with merchandise. Attach the return label and return through any UPS shipper or insured mail to address below:

Returns, 555 Turnpike Street, Canton, MA 02021

Return/Exchange Information

Apparel and Shoe items:

If, for any reason, you are not satisfied with your online purchase, we will accept returns and exchanges of unworn, unwashed merchandise within 90 days of purchase.

1. Please complete the return/exchange form, indicating how you would like us to handle your return.
2. Enclose the return form with the merchandise.
3. Use the UPS prepaid return label and bring the package to your nearest UPS shipper/drop off location.

We will ship your replacement item(s) within the continental U.S. at no extra charge.

All returned merchandise via the prepaid return label will be charged a \$7.50 return postage fee, which will be deducted from your merchandise credit or refund. We will waive the return postage fee for item(s) returned within 90 days for the following reasons:

- Damaged/defective merchandise
- Exchange orders

Shipping and handling charges are non-refundable, unless an error occurred on our part while shipping your order. Refunds for returned items will be issued in the original form of payment.

Additional information and exceptions:

- Custom suiting and custom dress shirts (offered in-store) cannot be returned for a full refund or exchange.
- Returned products must be in new condition and in the original packaging. We are unable to accept returns of assembled merchandise.
- You are responsible for the return shipping charges for Home & Living items.
- For Home & Living items, shipment damage claims must be filed with the carrier within 48 hours of receipt, in the original packaging.

International shipments:

We cannot offer merchandise exchanges on orders shipped internationally.

International orders must be returned via Borderfree and must be authorized using a Return Merchandise Authorization form. Please contact Customer Service to process this form and to receive shipment documentation. Refunds on international orders include duties, taxes and tariffs when sent with this form. Borderfree will credit your account upon receipt of the merchandise at the international hub.

Returns sent without the appropriate documentation may not be refunded the full amount. Unfortunately, we cannot refund your original domestic and international shipping charges. We cannot refund duties, taxes and tariffs if an item is returned directly to one of our retail stores. We cannot offer free returns on international orders.