

# MarlowWhite.com - Returns and Exchanges

- Uniforms may be returned within 30 days of the invoice date (45 for APO/FPO). **Altered items are non-returnable.**
- Please return the item in the same condition you received it – clean and free of lint, pet hair, and stains
- If you have questions about the fit of your uniform, please call us at 800-255-6136 or email [Service@MarlowWhite.com](mailto:Service@MarlowWhite.com) **before altering or returning the uniform.**

## ORIGINAL SHIPPING ADDRESS

NAME \_\_\_\_\_  
(FIRST) (LAST)

ADDRESS \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
CITY \_\_\_\_\_  
STATE \_\_\_\_\_ ZIP \_\_\_\_\_  
TELEPHONE \_\_\_\_\_  
E-MAIL \_\_\_\_\_  
(REQUIRED IF YOU ARE OVERSEAS)

## EXCHANGE ADDRESS (IF DIFFERENT)

NAME \_\_\_\_\_  
(FIRST) (LAST)

ADDRESS \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
CITY \_\_\_\_\_  
STATE \_\_\_\_\_ ZIP \_\_\_\_\_  
TELEPHONE \_\_\_\_\_  
E-MAIL \_\_\_\_\_  
(REQUIRED IF YOU ARE OVERSEAS)

## RETURN AND EXCHANGE INFORMATION

ORIGINAL ORDER OR INVOICE #: \_\_\_\_\_ (VERY IMPORTANT)

EXCHANGE:  RETURN (FOR REFUND):  OTHER (EXPLAIN BELOW):

ADDITIONAL INFORMATION: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

ITEM(S) BEING RETURNED:

ITEM 1 \_\_\_\_\_  
ITEM 2 \_\_\_\_\_  
ITEM 3 \_\_\_\_\_  
ITEM 4 \_\_\_\_\_  
ITEM 5 \_\_\_\_\_  
ITEM 6 \_\_\_\_\_

RETURN CODE:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

REQUESTED ITEM (IF EXCHANGE):

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

## RETURN CODES

- 01 – TOO SMALL
- 02 – TOO BIG
- 03 – ORDERED WRONG SIZE
- 04 – DO NOT LIKE FABRIC
- 05 – WRONG ITEM SHIPPED
- 06 – MISSING ITEM
- 07 – DEFECTIVE ITEM
- 08 – DO NOT NEED ITEM
- 09 – DAMAGED IN SHIPPING
- 10 – NOT AS PICTURED
- 11 – NOT AS DESCRIBED
- 12 – PRICE TOO HIGH

Return label (you must add appropriate postage)



Marlow White Uniforms  
Attn: Returns  
400 Seneca Street  
Leavenworth, KS 66048

- Insurance: You must insure your return package!
- Be sure to seal the package securely.

# Marlow White - Return and Exchange Policies

**Uniforms:** Must have original tags, unaltered, in original condition. Must be returned or exchanged within 30 days of invoice date (45 days for APO/FPO addresses).

## **Uniform Package Items:**

- If an item in your uniform package doesn't fit properly, you are welcome to exchange it for a different size within 30 days of invoice.
- If you are returning all items in a package in original condition within 30 days of invoice, we will refund the full package amount minus any shipping.
- Because of the discounts applied to the uniform package price, should you desire to return a single item component of the package within 30 days, we will credit back the retail price of the individually priced item, minus a 20% restocking fee. No portion of shipping charges will be refunded.

**Shirts:** Must be returned unworn and unwashed, in a sellable condition. If the shirt is not returned with the original packaging, a \$3.00 repackaging and restocking fee will apply.

**Custom Items:** Custom items (e.g. laser engraved swords, bullion crests) that are not defective may not be returned because of the customization that has been done to the product. When a custom item is ordered, your credit card will be charged when the item is put into production.

**Orders of Larger Quantities:** We will accept returns of larger numbers of a single item only if the item is received in a damaged or defective state and is returned promptly. This is because a large order of the same item is either specially priced, specially ordered, or both.

**Costume, Movie, and Theater Companies:** We will not accept **ANY** returns for these entities, save for losses in shipping. We will accept returns only if the item is received in a damaged or defective state due to shipping and is returned within three business days from date of delivery.

**Sabers and Swords:** Must be returned or exchanged within 14 days of invoice date. We inspect every sword and saber before shipping, so if the item arrives damaged, please call us immediately at 1-800-255-6136. Laser etched swords/sabers: non-returnable unless the sword/saber is defective. Marlow White will exercise the right to repair or replace the sword or saber.

**Sword Package Items:** We are unable to offer credit for returning individual items from a sword, saber, or cutlass package.

**Service Hats and Caps:** Must be returned with the manufacturer's box, but do not return hats using the manufacturer's box as the exterior shipping box. Because of the extra handling and the very high shipping fees for caps, we will charge a \$5 fee to exchange any Blue Service Cap.

**Shoes:** Must be returned or exchanged with the original box within 30 days of Marlow White's invoice date, but do **not** return shoes using the manufacturer's box as the exterior shipping box. Shoes returned in this manner will be assessed a \$3.00 repackaging fee.

Must not have been worn outdoors or on other abrasive surfaces. In the event that the shoe does not fit as anticipated, the customer is responsible for the return shipment charge to Marlow White. Should the customer wish to exchange the original pair of shoes for a pair of a different size, Marlow White will pay the FedEx Ground shipping charge for sending the first replacement pair to the customer.

Special order shoes, which we do not normally carry in our inventory, are subject to a restocking fee of \$8.00 per pair.

**Clearance & Other Items:** Clearance, and other items, must be in original condition and exchanged within 30 days of invoice. Clearance items **cannot** be returned for refunds or store credit.