



# THADDEA

## RETURN & EXCHANGE FORM

For assistance, please call 1-866-354-8354

**THADDEA**  
Returns Department  
120 Suburban Rd., Suite 102  
Knoxville, TN 37923, USA

### MY ENHANCED TECH GEAR OF THE COURAGEOUS & BRAVE WAS PURCHASED FROM:

www.THADDEA.com

Other

Order Number: \_\_\_\_\_

Location Name: \_\_\_\_\_

I do not remember Is a copy of your receipt enclosed? \*  Yes  No \*Any purchases returned that does not have a copy of the receipt will be valued at the current price on www.THADDEA.com.

Reference Number (optional): \_\_\_\_\_

#### Return Options: (please check one):

Refund (for purchases placed only on www.THADDEA.com)

Exchange\*\* (please review the below "Exchanging" section)

Refund/Payment Change (payment information has changed for the purchase placed on www. THADDEA.com)

#### Purchaser: [N/A if not applicable]

Name: \_\_\_\_\_

Address: \_\_\_\_\_

(City) \_\_\_\_\_ (State) \_\_\_\_\_ (Zip Code) \_\_\_\_\_

Phone: (\_\_\_\_\_) \_\_\_\_\_

Email: \_\_\_\_\_

#### Mail Exchange to: Purchaser New Address

Name: \_\_\_\_\_

Address: \_\_\_\_\_

(City) \_\_\_\_\_ (State) \_\_\_\_\_ (Zip Code) \_\_\_\_\_

Phone: (\_\_\_\_\_) \_\_\_\_\_

Email: \_\_\_\_\_

**RETURNING ITEM(S):** If you do not know your item(s) style number then please visit www.THADDEA.com and locate your item(s). Select your item(s) name and on the items information page the style number will be located to the right of your items picture.

Reason	Sizing	Quality	Service
Let us know the reason for returning your item(s) by selecting the number 01 - 11.	<b>01</b> Ordered Wrong Size <b>02</b> Wrong Size Sent <b>03</b> Does Not Fit Right	<b>04</b> Item Defect <b>05</b> Fabric/Material <b>06</b> Hardware Defect <b>07</b> Other	<b>08</b> Item Damaged <b>09</b> Wrong Item Received <b>10</b> Did Not like Style/Color <b>11</b> No Longer Want Item

Reason	Style Number	Color or Color Code	Size	Quantity	Description

**EXCHANGING ITEM(S) FOR:** Provide your information in this section if you are requesting to exchange versus return your item(s).

Style Number	Color or Color Code	Size	Description	Quantity	Item Price	Total

I understand the cost of my exchange is more and I authorize THADDEA to charge the difference in price to my credit card.

If there is a difference in price for my exchange then I request THADDEA to contact me to get my credit card information.

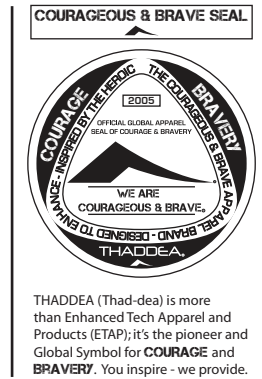
\*\* An exchange for a different style cannot be processed if you purchased your item(s) using PayPal™ We apologize.

**THADDEA** expects its **Enhanced Tech Apparel and Products** to outperform all others. The reason...our brand represents you...the Courageous and Brave.

We want you to be 100% satisfied and if you're not then let us know how we can make it right.

**IF YOU WANT TO RETURN AND NOT EXCHANGE:**

- 1) Complete page 1 of the Return Form and include it in your package along with your returning item(s).
  - Once returns are received it takes a minimum of 24 hours to process the item(s).
  - Refunds are processed to the form of the original payment, but if your payment information needs to be changed then please notify us of the change on page 1.
- 2) Please mail your package to the return address below, and consider shipping your return package with a certified mail carrier, one that can track packages. FedEx, UPS, USPS and other carrier companies provide this service.
  - Remember to keep your tracking number or delivery confirmation number.
  - THADDEA does not assume any liability for a misplaced or lost shipment.
- 3) To help protect your personal information, please make sure not to provide any banking or payment information in your returning package.



THADDEA (Thad-dea) is more than Enhanced Tech Apparel and Products (ETAP); it's the pioneer and Global Symbol for **COURAGE** and **BRAVERY**. You inspire - we provide.

**EXCHANGE MY RETURN FOR A NEW ITEM:**

- 1) Review the instructions above for returns.
- 2) Indicate on page 1 the item(s) you want in exchange for the item(s) you are returning.
  - Fill out the appropriate information in the sections "RETURNING ITEM(S) and EXCHANGING ITEM(S) FOR."
- 3) The transaction of your exchange order will be processed separately and your original form of payment to THADDEA.com will be charged for the new exchanged item(s).
  - Banks sometimes take 3 to 5 business days before they acknowledge a refund so your exchange may be debited from your account before the refund is credited back to your account.
  - We will send your requested exchange item(s) to you at no additional shipping charges.

**IF YOU WOULD LIKE YOUR EXCHANGE QUICKER:**

- 1) If you would like to have your exchange quicker then please call our Customer Help service at 1-866-354-8354 so we can help you place a new order.
  - We will use the form of payment you provide to process and charge your new order.
  - Your new order will not be charged for additional shipping when you send back your item(s) for a refund.
- 2) On page 1 make sure to chose the option Refund or Refund/Payment Change in the Refund Options box.
- 3) Review the instructions above for returns.

If you are returning your item(s) because of a shipping or service issue then please contact us right away so we can resolve the issue. Shipping fees for returned item(s) are non-refundable.

**FOR ADDITIONAL HELP**

Please visit our website at [www.THADDEA.com](http://www.THADDEA.com) and view our Customer Help section, FAQ's, or contact us via email at [customerhelp@thaddea.com](mailto:customerhelp@thaddea.com) or call us at 1-866-354-8354.

You're now part of our courageous and brave Unit so allow us help!

**INSPIRED BY THE HEROIC AND WORN BY THE COURAGEOUS & BRAVE**

From \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Please ship return using a certified mail carrier, one that can track packages [See above for return information]

**THADDEA**  
Returns Department  
120 Suburban Rd., Suite 102  
Knoxville, TN 37923, USA