



RETURN AND EXCHANGE INSTRUCTIONS

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

1. Please complete the Return Form below. If you wish to exchange a product, don't forget to list the items you are requesting.
2. Return your product in box, bag or carton that protects the merchandise, or wrap it well within its original container. Make certain to tape or seal the carton, or bag well. Address the package to: RETURN/EXCHANGE DEPARTMENT Good Luck Gamblers LLC, c/o Ship My Orders, 2677 W. Cheyenne Ave., N. Las Vegas, NV 89032
3. Please ship your package insured and prepaid via U.S. mail or UPS Ground. (We cannot accept responsibility for uninsured packages returned through the U.S. Postal Service)
4. We will send any merchandise you request in exchange U.S. mail or UPS Ground.
5. Shipping rates are for packing, insurance and delivery. These charges are not reimbursable. However if you choose to exchange any item(s), you will not be charged additional shipping and handling. Before calling to check on the status of your return, please allow 2-7 working days for your package to be delivered to us based on your proximity to Las Vegas.

RETURN FORM

Name on Order _____ Invoice Date _____ Invoice Number: _____

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

RETURN CODES

PREFERENCE/CHOICE

WO I ordered the wrong item
 U Unwanted/Changed my mind

SERVICE/QUALITY

WI Wrong item shipped
 WD Item not as described/pictured
 DQ Defective/Damaged/Poor quality

ITEMS RETURNED ITEMS REQUESTED (Exchange)

Product Number	Description	Quantity	Return Code
_____	_____	_____	_____
_____	_____	_____	_____

Action Step Requested: Exchange Refund Credit to Credit Card

If we are unable to supply the items you are requesting in exchange, should we:

Back order the Merchandise Refund

Your Daytime Phone Number _____

Your Evening Phone Number _____

Your email address _____

If you are returning a gift, please write the giver's name and address here:

Please allow up to two (2) billing cycles for returned credit to appear on your credit card statement.