



RETURNS FORM

Ship your return to us with this completed form and we will have it processed within 2 weeks of receipt at our facility. Please include all care tags and packaging with your return. Terry reserves the right to deny refunds for product returned in an altered condition.

THE TERRY GUARANTEE

Ride it. Wear it. Love it or Return it. We're proud of the products we sell, and we back them unconditionally. If for any reason you're not completely satisfied with your Terry purchase, simply return it for an exchange, credit or refund.

NEED AN EXCHANGE OR ASSISTANCE?

Place a new order at www.terrybicycles.com or call our Customer Service Team at **1-800-289-8379**. We are available by phone Monday through Friday, 10 AM to 5 PM, Eastern Time.

REFUNDS AND CREDITS

Items returned within 30 days will be refunded to your original form of payment. Returns mailed after 30 days, for up to one year, will be issued in the form of a gift certificate. No returns are accepted beyond one year.

ITEMS FOR RETURN

ITEM #	DESCRIPTION	QTY	COLOR	SIZE	PRICE	REASON CODE

RETURN REASON CODES: Please help us improve our products

SIZING		OTHER	
10 Too Small: Chest	20 Too Large: Chest	30 Defective	50 Did Not Like Color
11 Too Small: Waist	21 Too Large: Waist	31 Misjudged Size	51 Color Not As Shown
12 Too Small: Seat/Hips	22 Too Large: Seat/Hips	32 Did Not Like Styling	53 Did Not Like Print
13 Too Small: Overall Length	23 Too Large: Overall Length	33 Did Not Like Fabric	54 Not As Pictured
14 Too Small: Sleeve Length	24 Too Large: Sleeve Length	34 Product Did Not Perform As Expected	56 No Reason
15 Too Small: Overall Width	25 Too Large: Overall Width	35 Wrong Item Shipped	59 Try It. Like It Guarantee
17 Too Small: Leg Opening	27 Too Large: Leg Opening	36 Wrong Item Ordered	60 Delivered Late
18 Too Small: Arm Opening	28 Too Large: Arm Opening	37 Uncomfortable	61 Arrived Damaged
19 Too Low: Rise	29 Too High: Rise	38 Chamois/Padding Not As Expected	62 Saddle Defective
		39 Received As A Gift	63 Saddle Too Soft
			64 Saddle Too Hard

RETURN SHIPPING OPTIONS

• Prepaid Label: To the right is a Merchandise Return Label for your mailing convenience. With this label, \$7.95 will be deducted from your refund or exchange.

• Choose a Carrier: To pay for your own return shipping via the carrier of your choice, please include your paperwork and send your package to: Terry Bicycles, 7 Ambrose Pl., Burlington, VT 05401-5406

FROM _____

POSTAGE DUE COMPUTED
BY DELIVERY UNIT

POSTAGE: _____

FIRST-CLASS MAIL

NO POSTAGE
NECESSARY IF
MAILED IN THE
UNITED STATES



MERCHANDISE RETURN LABEL

PERMIT NO. 92
TERRY PRECISION BICYCLES

BURLINGTON VT 05401
7 AMBROSE PL



POSTAGE DUE UNIT
US POSTAL SERVICE
11 ELMWOOD AVE
BURLINGTON VT 05401-9998