



RETURNS FORM

Ship your return to us with this 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.

Name: _____ Order Number: _____

Address: _____

Email: _____ Phone Number: _____

RETURN SHIPPING OPTIONS

- Visit terrybicycles.com/returns to create a convenience label with tracking. Your refund will be reduced by \$7.95
- Or, mail your package via the carrier of your choice to:

Terry - Returns
7 Ambrose Place
Burlington, VT 05401

REFUND AND CREDIT OPTIONS

Items returned within 30 days of shipping will be refunded to the original form of payment. Returns mailed after 30 days, for up to one year, will be issued a credit in the form of a gift certificate. No returns are accepted beyond one year. All gift returns will receive a gift certificate for future use. Please make your selection below.

Please refund my original form of payment (only if returned within 30 days)

Please issue a gift certificate, and email it to: _____

Add a note on the gift certificate: _____

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 ASSISTANCE?

Visit us at www.terrybicycles.com or call our Customer Service Team at 1-802-861-7610 or 1-800-289-8379. We are available by phone Monday through Friday, 10 AM to 5 PM, Eastern Time.

RETURN REASON CODES:

Help us improve our products. Please select your reason code below.

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 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 Disliked Chamois/Padding	62 Saddle: Defective
		39 Received As A Gift	63 Saddle: Too Soft
			64 Saddle: Too Hard