

THANK YOU

for your Fan Asylum merchandise purchase. We are committed to providing you with the best quality and newest designs. Please read our

Conditions of Sale

Fan Asylum is committed to providing prompt and efficient service. Your order has been carefully packed and inspected, and we hope that you are pleased with the items you selected. Immediately check the contents of this package against the items listed on the packing list enclosed with your order. Items you ordered that are not listed on your packing list are no longer available.

If your package has been damaged or tampered with in any way, please report this immediately to the agent or carrier that delivered the package. You must contact Fan Asylum immediately so we can file a claim within the guidelines of the carrier.

Notify Fan Asylum of any misshipments, shortages or defective merchandise within 7 days of receipt of your order. To do this, call your regular hotline number and choose the customer service option. You may also contact us by mail or by email. Please send all e-mail notifications to: returns@fanasylum.com. Please write RETURNS in the subject line of the e-mail.

If you are not completely satisfied with items you have purchased, within three weeks you may return the item(s) for a refund of the original purchase price, excluding shipping and handling charges, and/or applicable restocking fees, **unless you have purchased clothing**. You may return clothing for an exchange only (not a refund). The sale of discounted or clearance items is final, and as such, those items are exempt from this return policy. Also, we will not accept the return of merchandise that has been washed, worn or used nor will we accept the return of any CDs or DVDs unless they are defective. In these cases, defective audio-visual items will be replaced only with the same title. Since some titles we offer are limited edition or imports, we cannot guarantee that we will be able to replace your defective item with the same title. In these cases, we will replace that title for another, or credit your account.

To take advantage of the above return policy, you must return any items within three weeks of receipt of your order. No returns will be accepted after three weeks.

Fan Asylum is responsible for return shipping costs in the following circumstances ONLY:

- the item is defective
- the item was damaged during shipment
- we sent you a size for an item that was not the size listed on the packing slip

IN ALL CASES:

- you must return the item within three weeks
- it must be in new condition
- you must complete the return form on the opposite side of this page
- you must also enclose a copy of your packing list (please retain the original for your records)

In any other event, to receive a replacement item, you must include a return shipping fee based on the total cost of items returned for exchange. In addition, if you are returning an item for credit or replacement item that does not meet the above criteria, then you also must include a 15% restocking fee (based on the total cost of items returned for exchange).

Items being returned must be sent postpaid insured or via a traceable shipping method of your choice. **We will not reimburse costs if you choose to return items by overnight delivery offered by UPS, FedEx, or DHL.** We will not accept responsibility for packages sent to us that are lost.

Please send returns to our street address:
Fan Asylum Dept. Returns
1250 Folsom St.
San Francisco, CA 94103

Thank you again for purchasing from Fan Asylum. If we can be of any other service, you may contact us at:

Email: cs@fanasylum.com
Phone: (415) 575-6644
Mon-Fri, 10:00AM - 5:30PM Pacific Time

Articles of clothing may be returned for exchange only (not a refund).

Personalized merchandise is strictly non-refundable.

For information on shipping rates for returns, visit fanasylum.com/returns or call (415) 575-6644

So, I need to return something. What do I do?

For all returns

- You must return items within 3 weeks.
- They must not be washed or worn.
- All returns will be subject to approval of Fan Asylum upon receipt.
- You must complete this form.
- You must include a copy of your sales order.
- Include payment for restocking and reshipment fees, if applicable.

“The Item I got is defective, it was damaged during shipping, I ordered one size but you sent me the wrong one.”

- Package up your return securely.
- Include a photocopy of your original packing list (keep the original).
- Complete this form telling us what is wrong with this item.*

“I just don’t like it, it doesn’t look like it did in the catalog, it doesn’t fit me.”

- Package up your return securely.
- Include a photocopy of your original packing list (keep the original).
- Complete this form telling us what is wrong with this item.
- Include a check, money order or credit card number for the 15% restocking fee based on the total cost of items returned for exchange.
- If you wish to make an exchange you also must include a return shipping charge based on the total cost of items returned for exchange.

Check Appropriate Response

- Please replace**
- Please exchange for**
- Please refund by method of payment** (shipping & handling costs will not be reimbursed. No refunds on items of clothing - exchange only)
- Other** (please explain)

Why?

- Defective** (please explain)
- Wrong item or size ordered**
- Wrong item or size shipped**
- Other** (please explain)

Sales Order #

Name (under which order was placed)

Member # (if applicable)