

PRODUCT SATISFACTION

Thank you for shopping with us.
We appreciate your business and want you to be happy with your purchase.
The recommendations below are provided to help ensure your satisfaction.

Before you hit the water, pavement . . . or use your new product(s), be sure you have the right fit.
Test new apparel/footwear in a clean, indoor area with the under and over layers you intend to generally wear.

Go through the full range of motions, postures and functions you intend to subject each item to.
Hardware and accessories should be laid out prior to installation to create a mock up of the application.
Do not install or use items until you are satisfied they are correct and appropriate for their intended use.
Call us with any questions. 800.729.9767 (410.268.3676)

Returns and Exchanges Made Easy

Our Policies

Items must be new, unused and in original condition and packaging with the manufacturer's tags still attached.
Items may be returned or exchanged with 30 days of purchase.
For your protection, we recommend using an insured, trackable method for shipping your package back to us.
Allow 1-2 weeks for your returned to be processed.
Special order items will incur a 20% restocking fee.
Cut, monogrammed, made-to-order items and DVD/CD/Videos are not returnable.
While all shipping charges are your responsibility, we strive to charge the least amount when exchanging items.
Ship returns to:

APS Returns
104 Severn Avenue
Annapolis, MD 21403

RETURNS

Include a copy of your receipt with your return

List the items you are returning

| Item Number | Qty. | Description | Reason Code (see below) | Total |
|-------------|------|-------------|----------------------------|-------|
| | | | | |
| | | | | |
| | | | | |
| | | | | |

EXCHANGES

Order replacement items here

| Item Number | Qty. | Description | Size/Color | Price each | Total |
|-------------|------|-------------|------------|------------|-------|
| | | | | | |
| | | | | | |
| | | | | | |
| | | | | | |

Reason Codes (please include above)

- A Item design or styling is not what I expected
- B Item did not fit / wrong size
- C Did not like color
- D Product did not meet my expectations
- E Received as a gift (store credit only)
- F Ordered the incorrect item
- G Simply changed my mind
- H Other: _____
- Z Manufacturer defect (please explain)

Credit Card for Exchange: Visa MC Amex Discover (circle one)

Card Number: _____ exp. _____

Signature: _____

Name: _____

Billing Address: _____

City: _____ State: _____ Zip: _____

Daytime phone number: _____

In case we need to contact you about your order

Email Address: _____

Please print clearly

Damaged Product

If part of all of your shipment was damaged in transit, please call us immediately at 800.729.9767.
Do not discard the package or packaging materials.
Thank you.

Questions?

Call us at 800.729.9767 or
send an email to
sail@apsltd.com

Did you remember to...?

Include a copy of your packing slip/invoice?
Completely fill out this form
Insure your return package?

Service is our most important product
800.729.9767