

**THANK YOU FOR SHOPPING WITH US!**

**Product Satisfaction**

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, or use your new product(s) in any way, make sure you take the time to ensure each product fits appropriately. Test new apparel and footwear in a clean, indoor area with the under and over layers you intend to typically wear. Hardware and accessories should be laid out prior to installation to create a mockup of the application.

Go through the full range of motions, and functions, you intend to subject each item to. Do not use or install items until you are satisfied they are correct and appropriate for their intended use.

For more information regarding returns and exchanges, visit [www.apsltd.com/returns-exchanges/](http://www.apsltd.com/returns-exchanges/) or call us Monday thru Friday 9-5 EST. 800.729.9767 (410.268.3676)

**Our Policies**

- Only NEW & UNUSED products may be returned or exchanged. **Must be in original packaging or with original tags.**
- Line, wire, custom rigging, numbered sails, opened DVD/CD's & other custom-made items cannot be returned or exchanged.
- Products returned more than 30 days after the item was shipped will be issued store credit.
- Special order items incur a 20% restocking fee, must be in original packaging and returned within 30 days.
- **Discontinued, Sale Rack** may only be returned or exchanged for up to **30 days after purchase.**
- Customers are responsible for return shipping charges; we highly recommend using an insured and trackable shipping method. APS is not responsible for shipments lost in transit to us.
- **Warranty**, damaged or defective products – Please call APS team immediately so we can assist you in resolving.
- Electronics – cannot be installed and must be in original packaging, may be subject to a restock fee. Call APS
- Please allow 1 week of processing time after items are received by APS. If you need an exchange more quickly, please consider placing another order for the items you are looking to exchange

Please ship all returns to:

**APS Returns**  
**110A Severn Avenue**  
**Annapolis, MD 21403**

**Original order #** \_\_\_\_\_  
**Name** \_\_\_\_\_  
**Daytime Phone** \_\_\_\_\_

**RETURNS- These are the items that I am returning:**

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

**EXCHANGES- I would like to exchange for these items, if appropriate:**

Item Number	Qty.	Description	Size/Color	Price each	Total

**Reason Codes** (please include above)

- A Item design / 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: \_\_\_\_\_
- P Product not received in time
- Z **WARRANTY - Call or email our customer service team prior to returning product.** We may put you in touch with the vendor to get it resolved more quickly, or we may just need you to send us a photo of the item. Either way, **please contact us before shipping back to discuss warranty or damage.**

**Damaged during shipping**

**If any part of your shipment was damaged in transit, please call us immediately. Do not discard the product or packaging materials as the carrier may need to inspect it in order to complete a claim.**

**FAQ's**

**-Do I need an RMA or return authorization?** Except for warranties, No, please just send the product back with a **copy of this invoice** and specify above whether you would like an exchange or not.  
**-Can I return cut or used line, opened CD/DVDs** - No, we do not accept returns on these products.

**Service is our most important product**  
**800.729.9767 sail@apsltd.com**

