



RETURNS & EXCHANGES

www.MastStore.com • 1-866-FOR-MAST

MAST GENERAL STORE RETURNS POLICY:

At Mast General Store, we are committed to your satisfaction! If you are not completely satisfied with your purchase, simply return the unused item to us within 90 days of receipt for exchange or refund.

HOW TO RETURN OR EXCHANGE MERCHANDISE:

Please fill in all blanks on the form below. Use a separate line for each returned item. Please find **ACTION CODE** and **RETURN CODE** key at the bottom of the form.

Include the completed form in your returned package. Attach the provided mailing label and fill in your return address. This is not a paid return label. Postage must be purchased for return shipments. Please include a copy of your receipt, if possible.

Note: Please wrap and pack your item(s) securely. We suggest that you request delivery confirmation on your returned package to ensure it arrives safely to us.

STYLE/BARCODE #	QTY	DESCRIPTION	ACTION CODE	RETURN CODE	PRICE

Please Note: Any items requested for exchange will be held for 10 days from the date of request. If there is a delay in returning your purchase, requested exchanges may no longer be available.

FIRST NAME: _____ LAST NAME: _____

STREET ADDRESS: _____ CITY: _____ STATE: _____ ZIP: _____

PHONE: _____ ORDER/RECEIPT #: _____

COMMENTS: _____

ACTION CODE:

A1–Replace With Same Item **A2**–Exchange for Different Item **A3**–Refund to Credit Card **A4**–Refund to Stored Value Card

RETURN CODE:

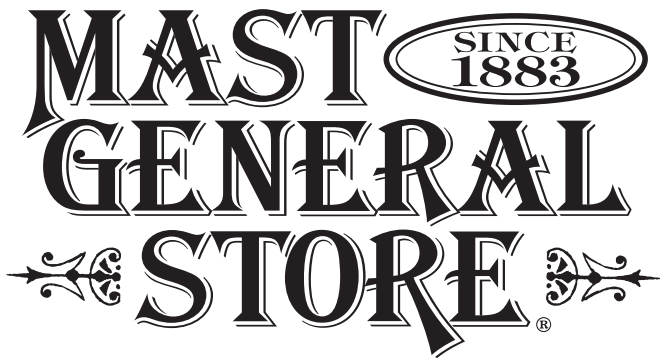
R1–Damaged **R2**–Defective **R3**–Wrong Size **R4**–Wrong Color
R5–Incorrect Quantity **R6**–Not as Shown Online **R7**–Wrong Item Shipped **R8**–Changed Mind
R9–Duplicate Order **R10**–Ordered Wrong Item **R11**–Arrived Too Late **R12**–Other (*please specify*)

OFFICE USE ONLY:

REPLACEMENT ITEM REQUESTED, ORDER #: _____

REVIEW FOR RTV: _____

ASSOCIATE: _____ DATE: _____



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MAST STORE ONLINE FULFILLMENT CENTER
126 NORTH DEPOT STREET
BOONE, NC 28607-3603

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This is not a paid return label. Postage must be purchased for return shipments.

• Thank you for your online visit! •
We hope you'll wander into *way back when* at one of our
locations in North Carolina, South Carolina, or Tennessee.
