

# MAST GENERAL STORE<sup>®</sup>

customerservice@mastgeneralstore.com  
866.367.6278

## RETURNS AND EXCHANGES

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. Fill out the **ACTION CODE** and **RETURN CODE** for the item(s) you are returning and **include this entire form** in the package with your merchandise.

### ACTION CODES:

- A1 - Replace with the same item
- A2 - Exchange for a different item
- A3 - Refund to payment method

### RETURN CODES:

- R1 - Damaged/Defective
- R2 - Received wrong item/quantity
- R3 - Size is not correct
- R4 - Not as shown online
- R5 - Changed my mind
- R6 - Other; please write comment

QTY	STYLE/ BARCODE	DESCRIPTION	SIZE	ACTION CODE	RETURN CODE

NAME: \_\_\_\_\_ PHONE: \_\_\_\_\_ ORDER # \_\_\_\_\_

STREET ADDRESS: \_\_\_\_\_

CITY: \_\_\_\_\_ STATE: \_\_\_\_\_ ZIP: \_\_\_\_\_

EMAIL ADDRESS: \_\_\_\_\_

COMMENTS:

### SHIP RETURNED ITEMS TO:

**RETURNS - MAST GENERAL STORE**  
**200 PUNKIN CENTER RD**  
**BANNER ELK, NC 28604**

This is not a paid return label. Postage must be purchased for return shipments. Please wrap and pack your items securely in the original package that we shipped the item to you in if possible. We recommend you request delivery confirmation on your returned package to ensure it arrives safely to us. You may contact us by phone at **866.367.6278** or by email at **customerservice@mastgeneralstore.com** or visit our website at **www.mastgeneralstore.com/returns** for more information.