

Order I.D. # _____

The Keeneland Shop

Return/Exchange Form

Items to be Returned

Quantity	SKU #	Color	Size	Description	Amount

Items Requesting in Exchange

Please check if you don't want to exchange

Quantity	SKU #	Color	Size	Description	Amount

FOR REFUNDS AND CREDITS, PLEASE FILL OUT ALL OF THE INFORMATION BELOW:

- Please note that failure to fill out all information, including your credit card number, may result in a delay of your refund or credit.

Name _____

Street Address _____

City, State, Zip Code _____

Phone Number _____

Cell Phone _____

Best time to call _____

Email _____

PLEASE NOTE:

- Unless we made a mistake or the product you received is damaged, you will be responsible for the cost of shipping the item back to us as well as the original shipping charges.
- You must provide your credit card information for refund purposes. We do not keep your credit card number on file, for your safety.
- Please allow up to three weeks for your return and refund to be received and processed.
- Note that discounted products cannot be returned or exchanged.

RETURN INSTRUCTIONS:

- We will gladly return or exchange your package within 30 days. Please complete this form.
- Please make sure that you insure any returns/exchanges for the actual value of the products.
- You may choose to ship your return to us however you choose, but please take notice that we are not responsible for items that we did not receive and cannot be tracked.
- If the original packaging is damaged, UPS requires that you keep all of the original packaging and contact them at 1 800 742-5877. They will file a claim with us.
- Affix the below return label to your package.
- Customer service number 1 800 456-3412, ext. 4585 (Monday-Friday 9:00 a.m.–4:00 p.m.)
- For questions regarding online purchases, please call (859) 288-4585.
- Fax number: (859) 288-4153
- Contact email: keenelandshop@keeneland.com

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Credit Card Information:

Visa MasterCard Discover American Express

Account Number _____

Expiration Date _____ / _____

Reason for Return: please check all that apply

Too Big	Too Small	Quality	General
<input type="checkbox"/> Overall	<input type="checkbox"/> Overall	<input type="checkbox"/> Didn't like fabric	<input type="checkbox"/> Changed my mind
<input type="checkbox"/> Length	<input type="checkbox"/> Length	<input type="checkbox"/> Overall	<input type="checkbox"/> Value not as expected
<input type="checkbox"/> Might have oversized		<input type="checkbox"/> Care instructions failed	<input type="checkbox"/> Just didn't like
<input type="checkbox"/> Wrong size		<input type="checkbox"/> Poor hardware or accessories	<input type="checkbox"/> Item not as expected
			<input type="checkbox"/> Damaged
			<input type="checkbox"/> Received too late

FROM: _____

To: The Keeneland Shop
Attn: Internet Exchanges
4201 Versailles Road
Lexington, KY 40510