

RETURN MERCHANDISE AUTHORIZATION (RMA)



RMA # _____

MONO B Warehouse
 2821 S. Olive St., Los Angeles CA 90007
 Ph.: 213-746-0000 | Fax: 213-746-0080
sales@monobclothing.com
www.monobclothing.com

To request to return a merchandise, please fill in this form. Make sure to provide complete information to ensure a faster process.

Email the completed form along with photos of the items you wish to return to sales@monobclothing.com, or fax to 213-746-0080. Our representative will contact you within 1-2 business days.

Please read and review our RMA disclaimer before signing this form.

Name: _____ Company Name: _____ Order/Invoice #: _____
 Email address: _____ Phone: _____ Cell Phone: _____
Shipping Information:
 Street Address: _____ City: _____ State: _____ Country: _____ Zip: _____
Billing Information: (Check here if billing address is same as shipping address)
 Street Address: _____ City: _____ State: _____ Country: _____ Zip: _____

| LIST OF ITEMS YOU ARE RETURNING | | | |
|---------------------------------|----------------------------------|--------------|---------|
| SKU | QUANTITY AND SIZE (EX: 2 S, 1 L) | RETURN CODE* | DETAILS |
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|---|-----------|
| *Return Reason Code: 1. Missing Item 2. Wrong Item 3. Damaged/Defective 4. Duplicate Shipment 5. Needs Repair | Comments: |
|---|-----------|

Return Information: Refund Credit on Account Store Credit Exchange (complete the list below)

| LIST OF ITEMS YOU WANT TO EXCHANGE OR REPLACE (SKIP IF YOU'RE APPLYING FOR CREDIT/REFUND) | | | |
|---|----------------------------------|--------------|---------|
| SKU | QUANTITY AND SIZE (EX: 2 S, 1 L) | RETURN CODE* | DETAILS |
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I have read the RMA disclaimer

I authorize deduction of restocking fee to receive refund (15%-20% of total returned items that are not eligible for full refund.)

Signature: _____ Date: ____ / ____ / ____
 (MM/DD/YY)

RETURN MERCHANDISE AUTHORIZATION (RMA)

RETURN MERCHANDISE AUTHORIZATION (RMA) DISCLAIMER

RETURNS/REPLACEMENT/EXCHANGE POLICY:

1. MONO B Clothing only issues full refund for manufacturer defect, otherwise there will be restocking fee of 15%-20% of total returned merchandise.
2. MONO B Clothing does not issue refunds, cancellations, or returns on custom order items, custom products that are not stock items, and private labels.
3. A Return Merchandise Authorization (RMA) request form must be sent to MONO B Clothing within 14 (fourteen) days after delivery date.
4. The customer is required to send the original merchandise to MONO B Clothing's warehouse before MONO B Clothing sends out the replacement/exchange, or before a refund is issued, or before any credit is applied to the customer's account (this credit can be used towards future purchase of MONO B Clothing's products).
5. All returned products must be in undamaged and sellable condition, with their tags intact.
6. The customer is responsible for return shipping costs to MONO B Clothing's warehouse.
7. MONO B Clothing will be responsible for replacement/exchange shipping costs to the customer, through ground shipping only. If the customer wishes for a faster shipping option, the customer will be responsible for the faster shipping costs.
8. Replacement/exchange shipping costs that are customer's responsibility must be paid before MONO B Clothing can send the replacement/exchange.
9. Please return the items to:

MONO B Clothing's Warehouse
2821 S. Olive St.
Los Angeles CA 90007

RMA REQUEST FORM GUIDELINES:

1. Before returning any items, the customer must fill in the Return Merchandise Authorization (RMA) request form.
2. Any incomplete or missing information will result in delays in processing the request.
3. Please send the completed RMA request form to sales@monobclothing.com or fax to 213-746-0080 and attach photos of the defective item/s (if returning because of manufacturer defect).
4. Please allow 1-2 business days for MONO B Clothing to review the completed RMA request form.
5. Once the RMA request is approved, the customer will receive a valid RMA#. Please include this RMA# on the RMA request form.
6. There is a \$25.00 RMA fee that will be waived under these conditions:
 - a. Merchandise is returned within 15 (fifteen) days after MONO B Clothing issues a valid RMA#; and
 - b. The valid RMA# is written on the RMA form and on the return package
7. The RMA request form with the valid RMA# must be placed inside the return package.