



Please fill out the form and include it in your package.

**How would you like us to handle your return/exchange?**

Refund  Exchange (Fill out next step)  Repair (For items under warranty only)

List item(s) you are returning, including reason for return:			
QTY	SKU	DESCRIPTION	REASON

**Reason for Return:** (fill in letter above)

- A. Damage
- B. Defective
- C. Not as describe
- D. Ordered wrong product
- E. Incorrect item shipped
- F. Not as pictured
- G. Dissatisfied
- H. Arrived late

**Customer name:**

**Order Number:**

Return items to:  
Cleto Reyes USA  
8684 Avenida De La Fuente Suite #1  
San Diego, CA 92154

**RETURN AND REFUND POLICY**

Cleto Reyes accepts the return or exchange of merchandise with the original receipt and package for up to 60 days after purchase. Online returns apply a 25% restocking fee. The shipping and handling cost are cover by the customer, the original cost of shipping is nonrefundable. Dealer and reseller returns must be handle by them directly, please contact your authorized dealer. All sales are final on personalized or customized products, clothing, shoes and personal items like hand wraps, groin protectors and mouth guards without exception. Returns are refunded in the method of original payment.

**WARRANTY POLICY**

Cleto Reyes warranty does not cover used, wear and tear or misused products. Products will be repair or replaced with the proof of original purchase only (receipt and package) in the same condition as received. Cleto Reyes will replace the product one day after purchase or one day after delivery notification. Please consider to cover the shipping and handling cost. The 60 days warranty only applies for manufacturing defects. The item will be analyzed to evaluate if it is a manufacturing defect or a created damage. If the customer tries to fix up the product themselves, the warranty will be automatically lost.

Previous of starting any warranty process we need to receive a copy of original receipt, a picture of the manufacturing defect and the production number stamped in the same item.

All of our customers, dealers and resellers accept the policies published on our invoices and website.

**SHIPPING AND HANDLING**

All of our customers, dealers and resellers have the option of selecting the service method and company preference for their shipment. Do to this selection all of our shipments are free on board (FOB), meaning that the company is not responsible of late shipments, lost packages, customs and brokerage fees or any damage created during handling by the shipping service.

**Customer signature:** \_\_\_\_\_

*By signing I accept all policies, terms and conditions.*