



601 Mercury Drive • Champaign, IL 61822 USA
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800-637-3090 • www.gillathletics.com

Freight Delivery and Return Freight Guidelines for Gill Athletics

We have established the following freight delivery and return freight guidelines to facilitate an optimal customer experience:

Freight Delivery Guidelines

- Certain deliveries, particularly those delivered via LTL carrier or truck service, may require you to be present to receive the shipment. Shipments may be delivered curbside.
- Additional customer charges may apply after initial customer receipt of invoice for special unloading or additional handling upon delivery, shipment reconsignment, or shipment delivery rescheduling.
- LTL or truck deliveries requiring a liftgate service should be pre-arranged with Gill Athletics prior to order shipment.
- Review item packaging immediately upon receipt for special opening or handling instructions.

Inspection of Original Shipment

- Customers are required to inspect all shipments for visible shipping damages at time of receipt. Packing list inspections (package count and item contents) must be completed within 3 business days.
- If your shipment was delivered by an LTL carrier or truck service and arrived damaged, please ensure that the delivery receipt is marked as damaged at the time of delivery and contact Gill Athletics customer service for additional instructions.
- During inspections, please check for any visible damages, missing items, or discrepancies between the packing list and the delivered goods.
- Failure to report damages or missing items within the specified timeframes may result in Gill Athletics' inability to resolve claims at no additional cost to the customer.

Preauthorization for Returns

- All return requests must be preauthorized by Gill Athletics before items are sent back.
- Please see our Returns and Cancellations Guidelines for additional information.



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Return Instructions

- Once your return is authorized, you will receive a Return Merchandise Authorization (RMA) number and detailed return instructions.
- Ensure that the RMA number is clearly marked on the outside of the return package or included with the shipment documentation.
- Unauthorized returns or shipments sent without an RMA number will not be accepted and may be returned to the sender at the customer's expense.

Shipping Costs for Returns

- For returns due to errors or defects on our part, Gill Athletics will provide a prepaid shipping label or arrange for pickup at the discretion of our customer service team.
- For other returns, customers are responsible for return shipping costs unless otherwise specified during the authorization process.

Condition of Returned Items

- Returned items must be in their original condition and packaging, unless they were received damaged.
- Items that have been used, altered, or damaged after receipt may not be eligible for return or may be subject to an additional restocking fee.

Additional Notes

- Retain all original packaging and materials until the return process is complete, as these contents may be required for freight damage claims with the shipping carrier.

For any questions regarding these guidelines, please contact our Customer Service team at customerservice@gillathletics.com.