



601 Mercury Drive • Champaign, IL 61822 USA
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Order Returns, Return Exclusions, and Cancellation Guidelines for Gill Athletics

We have established the following order return and order cancellation guidelines to facilitate an optimal customer experience:

Preauthorization for Returns:

- All return requests must be preauthorized by Gill Athletics before items are sent back.
- To request a return authorization, please contact our Customer Service team within 30 days of product receipt at Customerservice@gillathletics.com and provide the following information:
 - Order number or invoice number.
 - Description of the item(s) to be returned.
 - Reason for the return.
 - Provide supporting documentation, such as photographs of goods, if applicable.
- Please also review our Return Freight Guidelines prior to commencing a return.

Eligibility:

- *Defective/Damaged Products:* Items that arrive damaged or with defects are eligible for replacement or exchange. A claim review and return of the original item will be managed at the discretion of a Gill Athletics customer service representative. Damages must be reported within 3 business days of receipt of delivery.
- *Incorrect Products:* Items shipped in error are eligible for replacement or credit. A claim review and return of the original item will be managed at the discretion of a Gill Athletics customer service representative.
- Please contact Gill Athletics customer service for additional assistance if your reason for initiating a return request does not match one of the criteria above (*i.e. ordered wrong*).

Approval & Returns:

- Approved requests receive an RMA number and return instructions, if applicable.
- The customer is responsible for return shipping costs unless Gill Athletics is at fault.
- Returned items must be unused, in original packaging, and shall include all accessories.
- Credits may be subject to a processing fee, and shipping fees are non-refundable.



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Credit Process:

- Credits will be processed once inspection of a returned item has been completed. Certain items of technical nature (i.e. electronics items, products consisting of complex mechanical or electrical design) may require an escalated and prolonged inspection process by a company specialist.
- For items determined defective, incorrect, or otherwise authorized for credit issuance by Gill Athletics, credit will be issued within 21 business days of authorization.
- Credit is subject to a 20% restocking fee and return freight costs for customer order errors on items eligible for return when pre-authorized for return by Gill Athletics.
- Credits will be processed as a purchase credit to the customer unless otherwise authorized by a Gill Athletics representative.

Return Exclusion Guidelines:

Non-Eligible Items for Return:

- Items that are used, assembled, altered, improperly stored, or damaged by the customer.
- Items lacking original packaging or accessories.
- Items returned after 30 days from the date of delivery.
- Items listed under the excluded product categories below:

Excluded Product Categories:

- **Customized/Personalized Items:** Items produced with non-standard colors, finishes, or special graphic treatments.
- **Non-stock Items:** Items manufactured or sourced specifically for the customer order.
- **Closeout / Clearance Items:** Items marked for clearance or for final sale on the Gill Athletics website or other promotional clearance listings published by Gill Athletics.

Cancellation Guidelines

Eligibility for Cancellation:

- **Custom and non-stock orders:** Orders may be canceled if production has not yet begun, though this is subject to change based on materials already procured for the job. If



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production has started, a cancellation fee equal to cost of labor and materials will apply, which could be up to **100%** of the order total.

- **Regular stock orders:** Eligible for cancellation before final shipment processing.

Cancellation Request Process:

- Contact customer service promptly with the order number and reason for request.
- Requests will be reviewed within **2 business days**.

Process for Handling Lost or Damaged Returns

Gill Athletics is not responsible for return shipments lost or damaged in transit. To help ensure a smooth return process, we recommend the following:

- **Tracking & Insurance:** Customers should use a trackable shipping method and consider purchasing shipping insurance for high-value items.
- **Proof of Shipment:** Retain proof of shipment, such as a receipt or tracking number, until the return is processed and confirmed.
- **Damaged Returns:** If a returned item arrives damaged, Gill Athletics will assess the condition upon receipt and determine eligibility for a credit or replacement. If damage is due to improper packaging by the sender, the credit may be denied or adjusted accordingly.
- **Lost Returns:** If a return shipment is lost in transit, the customer must file a claim with the carrier. Gill Athletics cannot issue credits or replacements for lost returns unless proof of delivery to our facility is provided.

Credits:

- Credits will be processed within **21 business days**.
- **Order Modifications:**
 - Modifications (i.e. changing item details or quantities) can be requested before order release processing, subject to item availability and additional lead time.



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Gill Athletics will not be held responsible for customer misuse, third-party installation errors, third party freight damages or improper item storage upon delivery.

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