



Thank you for your recent purchase! Customer satisfaction is the most important aspect of our business. If you are not satisfied with your merchandise, please call our Customer Service Department at 1-800-617-5616 and we will be happy to assist you.

Our representatives are available Monday-Friday 8:00 a.m. – 5:00 p.m. CST. When returning items for credit or exchanges, please do so within 10 days of receipt of items. Customer is responsible for shipping cost unless the return is due to our error or damaged goods. Discounted items and personalized items are NOT returnable.

STEP 1 Contact Information:

Name: _____ Date: _____
 Address: _____ Ste/Apt: _____
 City: _____ State: _____ Zip: _____
 Phone: _____ Order #: _____
 Email: _____

Please return the merchandise through your preferred shipping carrier (USPS, FedEx, UPS, etc..) to the address listed to the right and include this form along with the original packing slip for processing.

Straub Marketing
 Attn: Program Returns
 2509 Sunset Road
 Des Moines, IA 50321
 1-800-617-5616

STEP 2 Please select one of the following:

- Credit Account
- Exchange (Please complete step 4 below)

- Return/Exchange Reason Code
1. Damaged
 2. Incorrect Item Shipped
 3. Ordered wrong item
 4. Not as pictured
 5. Wrong size

STEP 3 Returns list item(s) you are returning, including reason for return:

QTY	ITEM	DESCRIPTION	SIZE	REASON CODE

STEP 4 Exchanges list item(s) you are requesting as an exchange:

QTY	ITEM	DESCRIPTION	SIZE