

RETURN POLICY

The American Red Cross appreciates your support. Your purchase through the Red Cross Store (<https://www.redcross.org/store>) helps to support the lifesaving mission of the American Red Cross to prevent, prepare for and respond to life's emergencies. Your 100% satisfaction with your purchase is important to us. Please follow the instructions below to process a return / exchange.

Returns and exchanges will only be accepted **within 30 days** after your order was originally shipped*. If you are not 100% satisfied with your purchase, you can return your order for a full refund. All return shipping costs are the responsibility of the customer unless it is an exchange, a store error, or the product is defective. In this event, please contact the store customer service via phone or email to receive a pre-paid shipping label via email.

*Exception: American Red Cross AED Training Devices come with a 12-month warranty; proof of purchase is required to exchange or return a defective device;

RETURN INSTRUCTIONS

Please follow these steps to return unwanted merchandise for a refund:

1. Complete the bottom half of this form in its entirety.
2. Enclose the return form and copy of your order confirmation inside the returning package.
3. Ship to the warehouse address listed above.
4. Once we receive your return, we will refund your order, excluding the original shipping charges.

You will be notified via email once your return has been processed.

A COPY OF THE ORIGINAL ORDER CONFIRMATION OR THE ORDER NUMBER MUST BE INCLUDED WITH ALL RETURNS IN ORDER TO GET A REFUND.

If you do not have a copy, please log into your account on Red Cross Store (<https://www.redcross.org/store>) or contact customer service to retrieve one.

EXCHANGE INSTRUCTIONS

To exchange a clothing item for the same item in a different size or color, within 30 days, please contact our customer service via Email or Phone.

RED CROSS STORE:

Red Cross Stores
1560 E. Stateline Road
Southaven, MS 38671

Order #	ITEM NUMBER	QUANTITY	PRODUCT NAME OR DESCRIPTION	RETURN CODE

Return Codes

- 01 = Wrong Size
- 02 = Item Not As Described
- 03 = Incorrect Item Delivered
- 04 = Damaged/Defective
- 05 = Changed Mind
- 06 = Other (please provide comment)

Ordered By

Name: _____

Email Address: _____

Shipped Address: _____

Additional Comments: _____

Red Cross Store
1-833-733-7763
support@redcrosstraining.org
Customer Service Hours: 7:30 AM - 10:00 PM EST (M-F)