



Uniform Refund & Exchanges

Many thanks to you and your family for participating with the Ojai Roadrunners this season! Please find below information on uniform refunds and exchanges. E-mail Info@OjaiRoadrunners.org if you have any questions.

Policy: (Go to <http://www.ojairoadrunners.org/program-requirements> for more information)

- Uniform refunds or exchanges can only be made for uniforms purchased during the current season.
- Requests for refunds or exchanges are processed after the uniform has been returned, inspected, and accepted by the Ojai Roadrunners.
- Uniforms may be returned in-person, via mail, or dropped off at an approved location. To mail or drop off your uniform, complete the Uniform Refund Form (next page).
- Ojai Roadrunners are not responsible for any uniforms that are lost, stolen or modified in any way when the uniform is mailed or dropped off.
- 100% refund or exchange is allowed if upon inspection the uniform is not used and is in new condition.
- No refund is issued or exchange allowed if upon inspection the uniform shows any signs of use, dirt, stain, or damage.
- We gladly accept donations of gently used uniforms.
- In the event a uniform does not pass inspection and does not qualify for a refund or exchange, parents are responsible to make arrangements to retrieve the item if they want it back. Otherwise, the uniform becomes property of the Ojai Roadrunners.
- Deadlines: Parents must turn in uniform to Ojai Roadrunners to initiate inspection for refund or exchange by April 1. Parents must retrieve uniform that did not pass inspection and qualify for refund by April 30.
- **Update - 2020 Season** – Due to Social Distancing orders remaining in effect, families may mail-in or drop off their uniform(s) for inspection to initiate the refund process (see directions below). **The deadline to mail or drop off uniforms for inspection is May 8.** The deadline for families to retrieve a uniform that did not pass inspection is May 15. *For families who prefer to keep their uniform for an in-person return and inspection, please continue to keep the uniform in a safe place, and return the uniform for refund or exchange, when practice starts next season in February 2021.*

Parent Directions to Mail / Drop-Off Uniform(s) for Inspection and Refund:

1. Review the Uniform Refund & Exchange Policy.
2. Print and complete Page 2 of the Uniform Request Form.
3. Return *all the following items noted below* in a padded envelope to our Merchandise & Volunteer Coordinator:
 - ✓ All uniform tops, shirts and socks for which you are seeking a refund. Insert all items inside a Ziplock Bag if possible. Include original packaging and / or tags if you have them. Tags still attached to uniform is preferred.
 - ✓ Complete Page 2 of the Uniform Refund Form. (See next page).
 - ✓ A self-addressed stamped envelope. Your refund check will be mailed in this envelope.
4. Mail the padded envelope to our Coordinator: Catherine Frankenfield, 11049 Puesta Del Sol, Ojai, CA 93022. You may also drop off your padded envelope in the bin located at our Coordinator's front porch between 7:00 a.m. – 7:00 p.m. Look for the two-story, gray and white house at far left of street.
5. Send an e-mail with subject line "Uniform Sent for Refund" to our Coordinator at: HeartRN730@msn.com and "cc" Info@OjaiRoadrunners.com. In your e-mail, indicate whether you mailed or dropped off your uniform.



Uniform Refund Form

Parents – Please complete Sections 1, 2 and 3 below. Include this form with uniform(s) to be returned

1. **Contact Information** - Include first and last name of parent(s) and athlete(s):

Parent Name(s): _____

Address: _____

E-Mail: _____ Cell Phone: _____

Athlete Name(s): _____

2. **Uniform Items Returned:**

of Returned: Tops _____ Shorts _____ Socks _____

3. **Parent Acknowledgements** (Please check boxes below):

- I have read the Uniform Refund and Exchange policy and accept its terms and conditions.
- A self-addressed envelope is included with this form and the uniform(s) I am returning to the Ojai Roadrunners.

Parent Signature

Date

Section 4 Completed by Ojai Roadrunners

4. **Uniform Inspection:**

of Received Items: Tops _____ Shorts _____ Socks _____

- All items received were in new condition and approved for refund.
- The following items were inspected and not approved for refund (explanation below):

_____ Amount of Refund

Ojai Roadrunners Signature

Date