



Returns Policy

- Returns can be made within 90 days of the sale date for a full refund of the price of the returned item(s) or a credit toward an exchange or different product. Returns made after 90 days are eligible for a merchandise credit (issued in the form of a Clean Run gift certificate) equal to the price of the returned item(s).
- The original shipping charges are *not* refundable except in the case of a product defect or order fulfillment error.
- Refunds and credits will be issued at the time the returned item(s) is received in our warehouse. We will email you when we have received your return.
- All we ask is that the product is in the same condition you received it in, with original tags and in its original box and/or packaging including any warranty cards, manuals, accessories, etc. Please be aware of the following:
 - Items showing cuts or tooth marks will not be replaced and we will not issue a refund or credit.
 - DVDs must be unopened and in their plastic wrap.
 - Shoes and the shoe box must be returned in new condition. Ship shoes back in a cardboard box so the original shoe box is not damaged. If you do not have a box, wrap the shoe box in brown shipping paper to protect it. Shoes returned in a shoe box that is not in new condition are subject to a 30% restocking fee.

Making Your Return

1. Complete the return form below and enclose this form with the item(s) you are returning.
2. Ship your package to the address below. We recommend that you ship your package with a carrier that can provide tracking and insurance. We are not responsible for packages lost in transit without proof of tracking. Keep a copy of the return tracking number until a credit has been issued or a replacement product has been shipped.

Clean Run
Returns Dept.
17 Industrial Dr.
South Hadley, MA 01075

CUSTOMER INFORMATION (Please Print)

Name:

Order #:

Phone No:

Email:

Address:

City, State, Zip

Credit Card #:

Expiration:

Please list contents of return below:

QTY	ITEM DESCRIPTION	EXCHANGE OR REFUND?	REASON FOR RETURN

QUESTIONS? Call us toll free 1-800-311-6503 Mon-Fri 9am-5pm EST or email info@cleanrun.com