

OndadeMar

Return Authorization Form

Please read our entire policy before returning your merchandise and completing this form.

Effective for orders as of August 1, 2011 there will be NO refunds. All returned items will be processed as an OndadeMar credit available for 1 year or as an exchange. The returned product must be in perfect shape, unused, with hangtags attached and with hygienic protectors intact.

Returns must be returned to our office within 15 days from the delivery date. After we receive your return, it will be inspected and approved. You will receive an email notification when your return has been processed.

Products that are soiled, worn, damaged or laundered cannot be taken back. If we receive such goods we will charge 20% of handling fee and the items will be returned to you. OndadeMar reserves the right to refuse any return in the case that the goods or items have been used or soiled in any way. In case of receiving a defective suit it can be returned for an exchange, or credit. Customer is responsible for shipping charges to our facility and of providing us with a tracking number in order to check the status of a returned package. OndadeMar is not responsible for lost or stolen packages that do not reach our facility.

ALL SALE ITEMS ARE FINAL SALE. NOT RETURNABLE OR EXCHANGEABLE. (SALE ITEMS RECEIVED WILL BE REFUSED & RETURNED AT THE CUSTOMER'S EXPENSE)

1. Send all exchanges to the address below:

OndadeMar
Attn: Deisy Marino Web
200 SE 1st Street
Miami, FL 33131
P: (305) 372-4560

2. Please complete this form in it's entirety to avoid any delays.

Name:	Phone:
Email Address:	
Invoice #:	Today's Date:

3. Please select one of the following options: Exchange ODM Credit

Item/Size/Style:	Reason For Exchange:	Exchange For:	Additional Comments:

4. Please provide your credit card information if the total of your exchange item exceeds the value of your return. Please note customers are responsible for return shipping charges, therefore, if requesting an exchange please provide the information below.

<input type="checkbox"/> VISA	<input type="checkbox"/> MASTER CARD	<input type="checkbox"/> AMERICAN EXPRESS
Credit Card Number:		
Expiration Date:	Security Number:	

If you have any questions you can reach us at (305) 372-4560 or at our toll-free number 1-866-244-4258.