



ONLINE RETURN POLICY

If you are unhappy with your purchase, you can return most items for a refund within 60 days of purchase as long as it is still in “sellable condition.” Merchandise must be in original purchase condition to be eligible for refund or exchange. This means the item should be unworn (aside from trying it on), tagged with original product tag, unwashed, devoid of any stains, scuffs, tears, or mysterious smells, and needs to be in its original packaging shipped back to us in a manner that does not deform or damage the product. Bogg Bag returns will not be accepted if handle is not shipped in original down position or if same size bags are placed inside each other during shipment causing product damage. Refunds are only given in the original form of payment (including debit cards & gift cards). **Shipping charges are not refundable for any reason on returns.**

FINAL SALE NOTICE - Final sale products will have a red line or red “x” on their product tag and include:

- SALE items at a 50%+ discount
- Masks, Swimwear, & Undergarments
- Discontinued products or products from discontinued brands
- Physical Gift Cards & Gift Certificates (We will not replace gift cards if lost, stolen, or used without authorization.)

CAN I EXCHANGE AN ITEM?

Our exchanges are processed as new orders. Begin by following the return process for your order. Then place a new order for the size/color you need. Immediately placing a new order ensures that you’ll get the new product quickly and that it won’t go out of stock while you wait. Shipping charges may apply to new orders.

HOW WILL I BE REFUNDED?

Your refund will automatically go back to the original form of payment used for the purchase. If you used multiple forms of payment, your refund might be issued across all payment methods. You cannot receive cash returns on purchases made with a credit card.

HOW LONG DOES IT TAKE TO RECEIVE MY REFUND?

Once we receive your return, we will inspect your item(s) and initiate a refund. We aim to process your return within three to five business days of receipt. Credits may take up to five additional business days to post to your account. Given shipping and processing time, the return process can take up to two to three weeks. Final credit to your account depends on the policies of the bank or institution of your original payment method. **Please note: refunds do not include shipping costs paid on your original order (if applicable).**

SHIPPING MERCHANDISE

Please ensure that the item(s) you wish to return and our Return Form are included with your return shipment. You may return merchandise using the postal carrier of your choice. Our packaging is reusable! Feel free to return the product in the same package we used to send it to you and please use care when packaging to avoid damages and a potential denied return.

If you’re **returning a pair of shoes or boots**, we need the box back, too. Also, please don’t treat the shoe box as the shipping box; wrap it in brown paper or put it in another box before you return it. If you fail to follow these directions, we will not be able to accept the return and won’t issue a refund.

Postage is not prepaid for returns; you are responsible for paying shipping charges to return products to us. For your protection, we advise that you use a traceable shipping method to send us your return.

If you have any questions, please call our Customer Service Department at orders@eagleeyedothan.com or 334-446-4887, Monday - Friday, 9 AM - 4 PM CST.



ONLINE ORDER RETURN FORM

1

Print & Complete this Return Form

If you wish to return or exchange any portion of your order, please, we must receive this form & your items within 60 days of purchase.

2

Repack Merchandise

Please make sure that the item(s) you wish to return and this Return Form are included with your return shipment.

3

Print & Complete this Return Form

Mail Returns to:

**Eagle Eye Outfitters
Attn: Returns Dept.
3535 Ross Clark Circle
Dothan, AL 36303**

Order # _____ **Order Date** _____

Customer Full Name _____

Email _____ **Phone** (_____) _____ - _____

YOUR RETURN:

RETURN REASON CODES	01 - Not as pictured	04 - Didn't want/changed mind	07- Do not like
	02 - Didn't fit	05 - Wrong item sent	08 - Not as described
	03 - Not satisfied with Quality	06 - Damaged/Defective item	09 - Other

Brand	Item Name	Size	Color	Reason
_____	_____	_____	_____	_____
_____	_____	_____	_____	_____
_____	_____	_____	_____	_____
_____	_____	_____	_____	_____
_____	_____	_____	_____	_____
_____	_____	_____	_____	_____
_____	_____	_____	_____	_____
_____	_____	_____	_____	_____
_____	_____	_____	_____	_____

REMINDER SALE items at a 50%+ discount, Masks, Swimwear, Undergarments, discontinued products, products from discontinued brands, products with red "x" or red line on tag, or physical gift cards are FINAL SALE, and CANNOT be returned. If you're returning a pair of shoes or boots, we need the box back, too. Please don't treat the shoe box as the shipping box; if you wrap it in brown paper, do not tape it to the box. You can also put it in another box or poly mailer before you return it. If you fail to follow these directions, we will not be able to accept the return and won't issue a refund.

SHIPPING Please pack and ship your merchandise using the postal carrier of your choice. Our packaging is reusable! Feel free to return the product in the same package we used to send it to you. Please be careful on how you ship product back to us. We are unable to accept returns of damaged product due to poor packaging of product. Postage is not prepaid for returns; you are responsible for paying shipping charges to return products to us. For your protection, we advise that you use a traceable shipping method to send us your return. Shipping charges are not refundable for any reason on returns. Returns are usually processed within 2-4 business days upon receiving your package.



Attn: Returns Department
3535 Ross Clark Circle
Dothan, AL 36303

^ Fold or Cut Here ^

Use clear plastic shipping tape to affix the label to the box or bag of your choice. Do not tape directly to a shoe box.

Please pack and ship your merchandise using the postal carrier of your choice. Our packaging is reusable! Feel free to return the product in the same package we used to send it to you.

Postage is not prepaid for returns; you are responsible for paying shipping charges to return products to us. For your protection, we advise that you use a traceable shipping method to send us your return and to use care when packaging product shipped back to us to avoid damages and a potential denied return.

Shipping charges are not refundable for any reason on returns.

If you have any questions, please call our Customer Service Department at orders@eagleeyedothan.com or 334-446-4887, Monday - Friday, 9 AM - 4 PM CST.